



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

DECEMBER 2009



From the Director...

Holiday Wishes

We want to extend a heartfelt holiday greeting and best wishes for next year to all of the staff and families that are part of Wraparound Milwaukee. Thank you all for your passion, commitment and dedication to the values and philosophy of Wraparound Milwaukee.

September 2009 marked the 15th anniversary of the initiation of the Wraparound Milwaukee program. Those 15 years seem to have gone by in a flash. We look forward to being able to serve many more youth and families over the next 15 years.

During 2009, there were again many notable achievements. Wraparound Milwaukee was able to expand the REACH program to serve more families outside of the child welfare and juvenile justice systems. Wraparound Milwaukee continued its involvement in the Milwaukee Public Schools Safe Schools/Healthy Students program with our Wraparound School Liaison position. We were also approved by the State in the 2009-2011 budget to expand Mobile Urgent Treatment Services for the Bureau of Milwaukee Child Welfare foster care system for treatment foster care, court-ordered kinship care and to provide mental health assessments for youth entering the foster care system.

Wraparound Milwaukee is very excited to have successfully partnered with the Wisconsin Department of Health to get one of seven National Healthy Transitions Grants. The five year, \$2.5 million grant will allow Wraparound Milwaukee to serve youth and young adults with serious emotional needs, ages 16 to 25, to help transition them to adulthood and improve the delivery of housing, employment, education, recreation and mental health services.

The culmination of a very successful year occurred this summer when Wraparound Milwaukee was selected by Harvard University's Kennedy School of Government as the 2009 winner of the "Best Innovation in American Government" award.

We look forward to 2010 as another exciting and productive year at Wraparound Milwaukee. Thank you again and have a wonderful holiday season.

Bruce Kamradt, Director
& Mary Jo Meyers, Deputy Director

Wraparound Success Story...

Monique, a youth with serious emotional and mental health needs, was enrolled in Wraparound Milwaukee in July 2008 on a delinquency petition. At the time of enrollment, Monique was struggling with her attendance and performance at school despite her advanced academic potential. The dynamics in the family home were such that there was a lack of trust, understanding and empathy that resulted in an unsupportive and unhealthy living environment.*

Monique's mother was initially apprehensive about her involvement in Wraparound Milwaukee due to some negative experiences with the Children's Court system in the past. It was difficult for Monique's mother to believe that anyone could help her or her family, and her attitude towards system partners reflected this.

A child and family team was formed to surround Monique and her family with people they trusted. Monique was enrolled in a new, smaller school that better met her cultural needs while also providing for her special education needs. Monique quickly developed positive relationships with her peers and school personnel. Her attendance and grades improved and she joined the school basketball team.

Monique's strengths include a remarkable leadership ability, as well as an engaging and charming personality. In an effort to utilize these strengths, Monique was introduced to the Wraparound Milwaukee Youth Council. Monique was a member of the original Board of Directors and played an integral role in getting the Youth Council up and running. She was motivated by her role as a leader and began carrying over her skills to her school, the community and at home.

As Monique prepares to disenroll from Wraparound Milwaukee, she finds herself in a very positive place. She is on track to graduate from a school in which she has developed positive relationships with her peers and staff. She has acquired a job at a local restaurant and she remains an active member of the Wraparound Milwaukee Youth Council, fulfilling a leadership and mentoring role. Monique's family has learned new skills to handle conflict in a more healthy way. The family is

supporting each other and utilizing many sustainable resources in the community.

Monique is a wonderful example of how hard work, positive thinking, involvement in positive activities and connections to a support system can change the course of a young person's life. I feel lucky to have had the opportunity to see Monique grow through the Wraparound process.

(* Name changed for confidentiality.)

Submitted by St. Charles Youth & Family



Youth Council...

The Wraparound Milwaukee Youth Council has taken many steps over the past few months to ensure that the Youth Council continues to grow and be a strong support for youth enrolled in the Wraparound Milwaukee and REACH programs. The Youth Council Board has planned activities for the first half of 2010. It is working on a Facebook page and has also sent out over 1,000 surveys to youth enrolled in the programs. Youth Council members have also made presentations at trainings, inservices and family orientation sessions to help spread the word about the Youth Council. The aim is to make sure that everyone is aware of the Youth Council and to get feedback from youth on what they would like to see as part of the Council. These efforts have all made impacts, as the Youth Council has seen attendance at events and meetings grow immensely.

December's event is a presentation from a local motivational speaker, Kwabena. Kwabena delivers a powerful message thru poetry to inspire and motivate youth. The Youth Council is excited to be able to sponsor this event at the Miramar Theater on December 10th for all youth enrolled in the Wraparound Milwaukee and REACH programs.

Brian McBride, St Charles Youth & Family

Local News...

Family Satisfaction with Out-of-Home Services

Each year, Wraparound Milwaukee is required by the Wisconsin Department of Health – Medicaid Program to design, develop and implement a Performance Improvement Project (PIP) related to

evaluating and measuring quality in some aspect of the Wraparound Milwaukee Managed Care program. This effort is headed by our QA/QI program Director, Pam Erdman.

This year, as the focus of the PIP study, Wraparound Milwaukee, in collaboration with Families United of Milwaukee, our family advocacy organization, chose to explore the youth outcomes/level of caregiver satisfaction being achieved in out-of-home facilities. This area of evaluation was relevant as a significant number of Wraparound-enrolled youth are served in out-of-home facilities, particularly group homes and residential treatment centers.

Ms. Erdman, her staff and Families United representatives collaborated on this study. Surveys were administered to 100 percent of caregivers with a child who had been discharged from an out-of-home placement. Data was collected using an eight-question survey. Surveys were administered over the phone or in person by a Families United representative.

The survey responses correlated to a 1 to 5 numerical score with 5 points being the highest score a provider could receive on any of the 8 questions. The number of surveys completed in the study totaled 245, consisting of youth discharged from out-of-home placements from January 1, 2008 to October 16, 2009.

Among the questions asked were:

1. How satisfied are parents/caregivers with their out-of-home experience?
2. How easy was it for you to stay in touch with your child during the placement?
3. How well did staff keep you informed about your child's program while in the facility?
4. How well do you feel your child improved during the placement?
5. How well did the staff do in terms of giving you ideas or teaching you new techniques you could use with your child at home?
6. How safe did you feel your child was in the facility?
7. How culturally sensitive do you feel the staff were to the needs of your child?
8. Would you use this placement again or recommend it to other families?

Without going into the specifics of any one out-of-home care facility, some overall findings from the report are as follows:

- Most caregivers were reasonably satisfied with the overall care their child received in the placements (score of 3.87 out of 5.0).
- Overall, the parents/caregivers felt it was easy to maintain contact with their child in the facility (score of 4.04 out of 5.0). Though scores vary significantly with the location of the facilities.

- Most caregivers felt that they and their child were kept informed through their child's time in placement (score of 3.94 out of 5.0).
- The overall satisfaction score for "do you feel your child improved during placement" was the lowest score (3.23 out of 5.0) in the data set.
- The second lowest score (3.24 out of 5.0) was reflective of how well the caregiver felt staff gave them ideas or taught them new techniques they could use with their child at home.
- Overall, the caregiver's felt their child was safe in the out-of-home facility (score of 3.96 out of 5.0) and the majority (score of 3.80 out of 5.0) of parents/caregivers felt that the staff working in the facility were culturally sensitive in meeting their child's needs.
- Lastly, the majority of parents/caregivers stated that they would use the out-of-home placement again or recommend it to other families.

Overall, while the results of the study was positive in many areas, there are concerns raised in the study about the lack of overall child improvement in the out-of-home facility as perceived by the parent or caregiver and lack of specific skills and techniques taught to the family to better manage the child's behavior at home. This will be an important piece of information that the facilities can draw from to improve their services.

For 2010, there will be focus on these areas by Wraparound Milwaukee for the out-of-home placement providers, as we learn from and utilize the results of the Performance Improvement Project. We wish to thank Ms. Erdman and her staff and Margaret Jefferson, Director of Families United of Milwaukee, and her family members who so diligently worked on this study.

Bruce Kamradt, Director



Mobile Crisis...

In November, the Mobile Urgent Treatment Team (MUTT) participated in staff orientation for new Bureau of Milwaukee Child Welfare (BMCW) workers at the Child Protection Center (CPC). MUTT-FF (for foster families) is also now taking referrals from the CPC to begin crisis planning for high-risk youth recently detained by the court. As always, MUTT-FF worked

with newly licensed foster parents at PACE training in November.

MUTT is expanding to Treatment Foster Care (TFC), as well, at the request of the BMCW. After orientation and initial training, the three-person MUTT team will begin in early January and will be available to assist youth and families by partnering with TFC teams and supporting existing plans. The aim of MUTT-TFC is to collaborate with treatment foster care agencies to maintain placements. MUTT-TFC staff includes Courtney Matthews, Marlow Folkes-Ware and Carisa Phinisee. Courtney has experience with high-risk families, especially single mothers with drug and alcohol issues, and trained with MUTT several years ago. Marlow arrives with years of experience, mostly with the BMCW and Kids Matter. Carisa has been with the BMCW for over 10 years, capably performing initial assessment duties and has a wealth of other related experience as well. Welcome to all!

Dr. Chris Morano, Mobile Crisis Director



Quality Assurance...

2010 Wraparound Milwaukee Quality Assurance Policy & Procedure Sign-Off Form

Please be reminded that the 2010 Wraparound Milwaukee Quality Assurance Policy & Procedure Sign-Off form is due back from all of the Wraparound Provider Network agencies by December 31, 2009. The submission of this form serves as verification that the Policy & Procedure CD was received, that all applicable policies and procedures were reviewed and that agencies will implement the policies and procedures effective January 1, 2010.

Wraparound Milwaukee Cultural Diversity Committee

As the Chairperson of the Wraparound Milwaukee Cultural Diversity Committee, I would like to take this opportunity to express my sincere appreciation to all of the Committee members who so graciously volunteered their time and expertise this past year. Several Committee members provided cultural diversity training throughout the year to those Wraparound Provider Network Agencies that expressed an interest. Fifteen trainings occurred, in which over

230 Provider Network Agency staff participated. Thanks again to all of the following Committee members:

- Bill Herd – Wraparound Milwaukee Consultant
- Dana Dorn – Milwaukee Academy
- Janet Friedman – Wraparound Milwaukee
- Representatives from Families United of Milwaukee
- Amy Hagedorn – Servant Manor
- Terri Jordan – St. Charles
- Valerie Nelson – St. Charles
- Connie Palmer-Jones – My Home, Your Home
- Christine Fox – My Home, Your Home
- Pauline Spencer – FISS / Wraparound REACH
- Katie Dibb – St. Charles
- Lagail Hurt – My Home, Your Home
- Melissa Hunkins – Wraparound Milwaukee
- Leah Turner – Servant Manor
- Kim Mickelson – My Home, Your Home

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



Quality Quote of the Month

*“Our aspirations are our possibilities.”
- Samuel Johnson (1709-1784)*

Announcements...

Positive Recognition Awards

The following have been recipients of “Positive Recognition” awards:

Denise Batton, Craig Michelson, Kristina Langenkamp, Tina Sabo and Amy Mantey – Aurora Family Service

Nominated by Carmen Cunningham – Aurora Family Service

“...for stepping up and assuring that the needs of our families did not go unmet when a team member had to be off unexpectedly... The dedication that you all showed ...did not go unnoticed. Thank you all for what you do for the families that we serve.”

Upcoming Events...

DECEMBER 2009

- Jan. 1** **Happy New Year**
WM Offices Closed
- Jan. 6** **DHHS Centralized QA Mtg.**
9:00-11:00am WM – Room 212
- Jan. 7** **Mgmt./Supervisors Meeting**
8:15-10:00am WM – Room 416
- Jan. 7** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Jan. 7** **Monthly Care Coordinator Mtg.**
CHP Auditorium
- Jan. 13** **Child Psych. Cons. – R-St. A’s**
12:00-1:00pm WM – Room 253
- Jan. 14** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Jan. 16** **Family Orientation**
11:00-12:30pm WM – Cafeteria
- Jan. 20** **WM/BMCW Supervisor Meeting**
2:00-5:00pm WM – Room 212
- Jan. 20** **Partnership Council**
11:30-1:30pm WM – Room 212
- Jan. 21** **Mgmt./Supervisors Meeting**
8:15-10:00am Location to be determined
- Jan. 21** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Jan. 25** **Group Home Meeting**
9:30-12:00pm WM – Room 416
- Jan. 27** **Cultural Diversity Meeting**
10:00am WM – Room 212
- Jan. 27** **Child Psych. Cons. – MHYH**
12:00-1:00pm WM – Room 253
- Jan. 28** **High Risk Reviews**
11:00-1:00pm WM – 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 and search using the keywords “Wraparound Milwaukee”.

Greater Milwaukee Major Events

1/1	Cool Fool Kite Festival	Milwaukee Lakefront	(414) 305-3145
2/11-2/14	2010 Realtors Spring Show	Wisconsin Exposition Center	(414) 778-4929
2/13-2/14	Cedarburg Winter Festival	Historic Downtown Cedarburg	(800) 237-2874
2/20-2/28	Greater Milwaukee Auto Show	Midwest Airlines Center	(414) 9086001