



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

JANUARY 2009



From the Director...

Annual Medicaid Compliance Review

Wisconsin Medicaid will conduct its annual on-site compliance review of Wraparound Milwaukee on February 24-25, 2009. The review, which is conducted by MetaStar, will review the program's compliance with enrollee Rights and Protections, the quality assessment and quality improvement system in place, Provider Network services and other aspects of the Wraparound Milwaukee program. This year's review will include Medicaid's assessment of the capabilities of the Synthesis Information System, including how data is managed, the authorization and payment of services, the automated electronic record, collection of encounter data, data security and other aspects of the system.

The MetaStar audit is extremely critical for our contract and Medicaid funding. We look forward to their review and recommendations, and will keep you posted on their findings.

Bruce Kamradt, Director

Wraparound Success Story...

In February 2007, Edgar, a young man with serious emotional and mental health needs, was enrolled in Wraparound Milwaukee on a delinquency order for sexual assault against a younger sibling. Due to the nature of his offense, Edgar was removed from his mother's home and placed with his aunt. Edgar's mother and aunt are natives of Mexico and speak Spanish, so in order to accommodate their needs, the Child & Family Team was comprised of Spanish-speaking professionals and interpreters. Since Edgar was considered a high-risk youth, his Team quickly came together to develop a safety plan and Plan of Care to help him and his family remain focused on the family vision of reunification.*

In the beginning, Edgar struggled with anyone in a position of authority, especially women. Edgar struggled with the idea taking responsibility for his actions, blamed others for his choices, and was angry and resentful toward his family members.

The Team quickly identified several strengths and community resources to help Edgar and his family

rebuild a solid base of support. In the fall of 2008, Edgar started attending high school and joined the soccer team. Soccer seemed to be an outlet for Edgar, since it was his favorite sport. The Team encouraged weekly planned dinners and weekend day visits with mom, while the aunt watched his sister.

Since Edgar understood how important it was to cooperate with his court conditions, so he began to participate in the Step 5 program. Edgar addressed issues of sexuality, healthy relationships, respect towards females, sex offender laws and other topics. More importantly, Edgar began to understand the importance of taking responsibility for his actions and how those actions impacted his family, especially his sister. Edgar began talking about his father and the Team recognized that he was struggling with his feelings about his father leaving to live in Mexico. To help Edgar begin to deal with the loss of his male role model, a therapist was added to the Team. A male crisis stabilizer was also added to help Edgar learn how to positively interact with others and what it means to be a young man. During crisis situations, the family was able to call for assistance when Edgar was unable to control his anger. His sister was also referred to the Hand-in-Hand program facilitated by Pathfinders, that focused on the aspect of sexual victimization and provided support to the sister.

Edgar was able to relearn positive behaviors and rebuild his family trust with his mom and aunt's constant dedication and support. Edgar provided his sister and his family with a sincere apology for his offense and his behaviors for the last year and a half. The Team could really see the whole process starting to work. Edgar received an invitation to go to Washington to participate in a Crime Prevention Seminar, which is only awarded to three percent of high school students in the nation. The changes in Edgar have been so incredible, the Team can hardly believe he is the same Edgar of 22 months ago.

On December 15th, Edgar had a court hearing with Judge Cimpl, who was very impressed with Edgar's improvement. Edgar began having overnight visits at home and all visits were successful. Edgar officially was reunited with his family on January 5th. As of this writing, Edgar has been living in his mother's home, attending school and participating on

his high school wrestling team. He is scheduled to be disenrolled from Wraparound at the end of February.

(* Name changed for confidentiality.)

Submitted by LaCausa, Inc.



National News...

What Mental Health Parity Law Will Do

On October 3, 2008, President Bush signed into law the Mental Health Parity and Addiction Equity Act. Its enactment ends discrimination against consumers of mental health and substance abuse treatment services.

The Act requires that the financial and treatment limitations placed on mental health and substance abuse services in a health plan that covers such services cannot be any more restrictive than the financial and treatment limitations for medical and surgical benefits offered in the same plan. That means that the annual life time limits, co-payments, deductibles, limits on the frequency of treatment, number of visits, and the duration of treatment for mental health and substance abuse services cannot be any more restrictive than those for medical and surgical benefits.

It is still unclear whether the law covers Medicaid Managed Care Programs. That will remain for the Center for Medicaid Services to determine. But the law is a step forward in recognizing that the treatment for mental health has equal importance as the treatment of physical health.

Bruce Kamradt, Director

Mobile Crisis News...

In January, the Mobile Urgent Treatment Team (MUTT) will resume training with local law enforcement. Dr. Dykstra will meet with Milwaukee Police Department candidates on January 26th, for a discussion about youth behavioral health needs and law enforcement. MUTT is also looking to host a group from Michigan in May 2009, as that state gears up to implement mobile crisis intervention.

MUTT-MPS has completed a time response study recently and found that it takes an average of 20 minutes from the time a call comes in to the time they arrive at a school. This is good news. MUTT is

working with suburban schools to improve response to their youth needs as well.

Dr. Chris Morano, Mobile Crisis Director

Quality Assurance News...

2009 QA Policy & Procedure Sign-Off Forms

For those of you who have not yet returned your 2009 QA Policy & Procedure Sign-Off forms, please do so ASAP. The yellow sheet was attached to the Policy & Procedure Manual that was sent to your agency in late November 2008. Thanks for your cooperation.

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

"We don't get offered crises, they arrive."

Elizabeth Laneway



Provider Network News...

2009 Fee-For-Service Agreements

The Wraparound Milwaukee Provider Network is in the process of completing 2009 Fee-for-Service Agreement renewals. Agencies with outstanding Agreements have been reminded to return their Agreement as soon as possible.

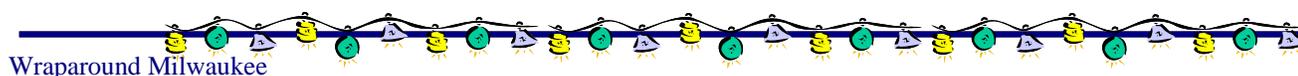
The Provider Network is currently soliciting help from Care Coordinators with identifying service needs for 2009. An "on-line" survey was specifically designed to allow Care Coordinators to submit their input electronically. This will help us to identify the services for which we will accept applications for new or additional Providers in 2009. We plan to announce the services for which Wraparound Milwaukee will be accepting Provider applications in 2009 sometime in early February.

Jeannine Maher, Provider Network Coordinator

Announcements...

Positive Recognition Awards

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



Ray & Theresa Arrendondo – Integrity Family Service

Nominated by Margaret Oulahan – LaCausa, Inc.
“...provided assistance in getting [youth] home for a holiday home visit... went above and beyond their roles to pick [youth] up in Madison (during a snow-storm) in order to make sure she was home for the holidays. They are bright, shining stars in my book. **THANK YOU!**”

Nasif Rogers – Integrity Family Service

Nominated by Sara Bauer – My Home, Your Home
“...has done an exceptional job of relating to one of my kids... I appreciate his ability to set goals for youth and his efforts to help youth attain them... should be recognized as a ‘Stand-Out’ crisis stabilizer.”

Guy Paoletti - Integrity Family Service

Nominated by Sara Bauer – My Home, Your Home
“...has done an exceptional job with one of my families... goes above and beyond what is required... he should be applauded for his work and services.”

- Feb. 11** Court Trg. w/ Com. Draper -2
10:00-12:00pm BHD-Day Hospital – Room 416
- Feb. 11** Partnership Council Meeting
12:00-1:30pm BHD-Day Hospital – Room 212
- Feb. 11** Child Psych. Cons. – St.A’s
12:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 12** High Risk Reviews
11:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 18** WM/BMCW Supervisor Mtg.
2:00-5:00pm BHD-Day Hospital – Room 416
- Feb. 19** Mgmt./Supervisors Meeting
8:15-10:00am at St. Aemilian - Lakeside
- Feb. 19** High Risk Reviews
11:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 25** Child Psych. Cons. – REACH-LaC
12:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 26** High Risk Reviews
11:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 28** Family Orientation
11:00-12:30pm BHD-Day Hospital - Cafeteria

Upcoming Events...

FEBRUARY 2009

- Feb. 2** WM QA Executive Com. Mtg.
10:00-12:00pm BHD-Day Hospital – Room 212
- Feb. 4** DHHS Centralized QA Mtg.
9:00-11:00am BHD-Day Hospital – Room 212
- Feb. 5** Mgmt./Supervisors Meeting
8:15-10:00am BHD-Day Hospital – Room 212
- Feb. 5** High Risk Reviews
11:00-1:00pm BHD-Day Hospital – Room 253
- Feb. 5** Monthly Care Coordinator Mtg.
1:00-3:00pm CHP Auditorium
- Feb. 6** WRIT Reviews
9:00-5:00pm BHD-Day Hospital – Room 253
- Feb. 11** Court Trg. w/ Com. Draper -1
8:00-10:00am 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 and search using the keywords “Wraparound Milwaukee”.



Presidential Inauguration



Greater Milwaukee Major Events



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|-----------|-----------------------------|--|
| 2/5-2/8 | 2009 Realtors Spring Show | Wisconsin Exposition Center (414) 778-4929 |
| 2/14-2/15 | Cedarburg Winter Festival | Historic Downtown Cedarburg (800) 237-2874 |
| 2/21-3/1 | Greater Milwaukee Auto Show | Midwest Airlines Center (414) 908-6001 |