



QUALITY ASSURANCE/IMPROVEMENT SEMI-ANNUAL REPORT

July 1st – December 31st, 2009



Harvard University – Kennedy School of Government Award Recipient

Harvard University – Kennedy School of Government selected Wraparound Milwaukee as the recipient of their 2009 Award for the Best Innovation in American Government. As winner of the Award, Wraparound Milwaukee received a \$100,000 cash award from the Annie E. Casey Foundation to be used to promote replication of its innovative practices locally, nationally and internationally. Part of the cash award is required to go toward the production of a video on Wraparound Milwaukee for the Public Broadcasting System (PBS) as part of the Visionaries Series.

Among the innovative practices developed by Wraparound Milwaukee that were recognized by Harvard were our strength-based, individualized and family driven approach to treatment; the system collaboration including pooled funding across child serving systems; the creation of the first county operated Medicaid Managed Care System in the United States for children with serious emotional disturbance; the utilization of provider services to youth and families; the development and implementation of the Synthesis IT system with its electronic care planning and service authorization and payment tracking capability; and Wraparound Milwaukee’s focus on measuring and monitoring client outcomes.

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Striving for Excellence

NEW ENROLLEE DEMOGRAPHICS



WRAP/REACH Enrollment = 301
WRAP/REACH Disenrollment = 270
Average Daily Census = 790

GENDER

- Females = 87 (29%)
- Males = 214 (71%)

AGE (294 youth represented in this data)

- Average age = 14.2 y.o.

ETHNICITY (295 youth represented in this data)

- African American = 210 (71%)
(72% male – 28% female)
- Caucasian = 51 (17%)
(75% male – 25% female)
- Hispanic = 17 (7%)
(76% male – 24% female)
- Bi-racial = 7 (3%)
(71% male - 29% female)
- Asian = 0 (0%)
(0%)
- Native American = 2 (.6%)
(50% male – 50% female)
- Other/Unknown = 2 (.6%)

COURT ORDER (301 youth represented in this data)

- 46% of youth who were enrolled into Wraparound were on Delinquency Order (N=138)
- 22% were on a CHIPS Order (N=66)
- 6% were on a JIPS Order (N=17)
- 1% were on a Dual (CHIPS/Delinquent) Order (N= 4)
- 25% - NO Court Order (REACH youth) (N =76)

DIAGNOSIS (258 represented in this data. Youth may have one or more diagnosis)

- Conduct Disorder = 157
- ADHD = 150
- Mood Disorder = 115
- AODA Related = 84
- Developmental Disorder = 78
- Anxiety Disorder = 51
- Depressive Disorder = 49
- Learning Disorder = 52
- Adjustment Disorder = 24
- Personality Disorder = 12
- Thought Disorder = 5
- Eating Disorder = 1
- Other = 64

YOUTH ISSUES (youth may have one or more issues. 221 youth represented in the data below)

- School/Community Concerns = 185
- Severe Aggressiveness = 150
- Attention Problems= 147
- Major Affective Illness = 141
- Drug/Alcohol Abuse = 128
- Runaway Behavior = 116
- H/O Sexual Misconduct = 108
- Hx. of Psychiatric Hosp = 105
- Suicidal Behavior = 72
- Physical Disability = 54
- Previous Physical Abuse = 50
- System Involv. – Child Protective Svcs. = 50
- System Involv. – Juv. Jus. = 50
- Fire setter = 36
- Sexual Abuse Victim = 34
- System Involv. – MH. = 34
- Dev. Disorder/Autism = 33
- Psychosis = 31
- System Involv. – Education. = 24
- Adjudicated Sex Offender = 13
- Sex Offender (Registered) = 2
- System Involv. – Social Svcs. = 1
- Other = 99 (For example: stealing, manipulative behavior, traumatic events/illnesses)

FAMILY ISSUES (family may have one or more issues. 221 families represented in the data below)

- Out-of-Home Placement = 128
- Abandonment by Parent = 119
- Parental Incarceration = 117
- Substance Abuse Caregiver = 102
- Parental Severe Mental Ill. = 91
- Domestic Violence = 82
- Felony Conviction = 82
- Neglect = 57
- Sibling Foster Care = 50
- Parental Dev. Disability = 41
- Non-adjudicated Abuse = 39
- Previous Psych. Hosp = 39
- Sibling Institutionalization = 38
- Adj. Phys. Abusive Caregiver = 20
- Adj. Sexually Abusive Caregiver = 9
- Other = 106 (For example: traumatic events/illnesses/deaths, divorce/separations, adoptions)



OUTCOME INDICATORS

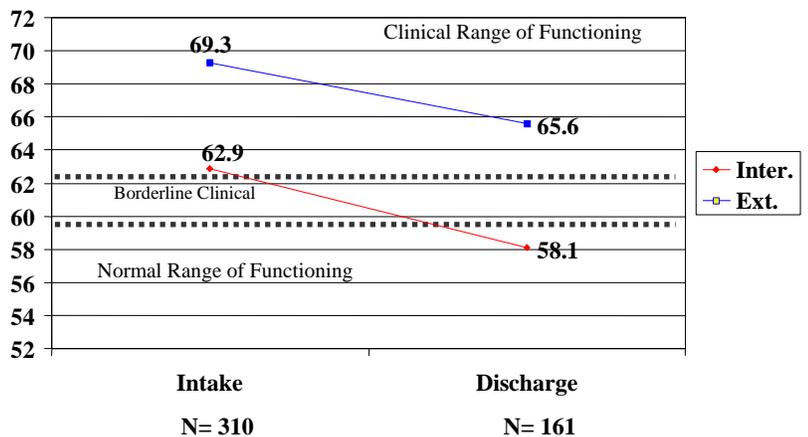
Functioning

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.

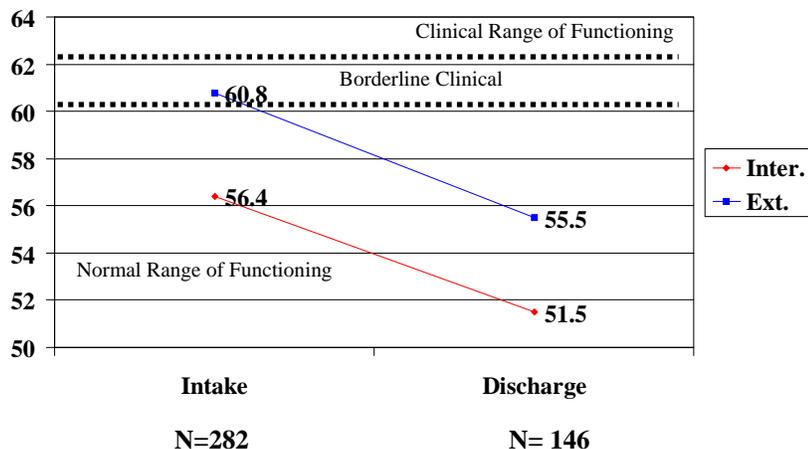
The **CBCL** is filled out by the parent/primary caregiver and provides information about the internal and external behavioral issues of a child during the preceding six-month period. It comprises various individual scale scores consisting of symptoms of depression, anxiety, withdrawal, social problems, 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.

CBCL T-Scores from Intake to Discharge
(Disenrollments from 7/1/08 – 7/1/09)



YSR T-Scores from Intake to Discharge
(Disenrollments from 7/1/08 – 7/1/09)



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 160 Wraparound youth that completed the program (this excludes those youth that upon discharge were on AWOL status or had been placed in the Department of Corrections), 120 or **75% of those youth achieved permanency.** Placements for youth who did not achieve permanency were: 2 in Detention facing new charges, 3 in Transitional Foster Care, 1 in Respite Care and 3 in Group Home Care, 2 in Shelter Care, and 2 were in Residential 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 youth for which school data was entered into the Synthesis database (on the Plan of Care) during 7/1/09 – 12/31/09 the following was revealed:

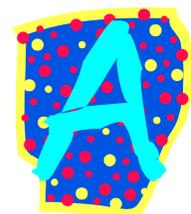
	<u># WRAP</u>	<u>% WRAP</u>	<u>#REACH</u>	<u>% of REACH</u>
K-5 th grade	30	5.3%	46	26.9%
6 th - 8 th grade	117	20.8%	62	36.3%
9-12 th grade	415	73.83%	63	36.8%

Youth in Wraparound/REACH are attending school approximately 87% of the time.

Wraparound continues to strategize about how to collect, track and analyze youth report card data in an effort to see if grades improve during enrollment. This task has proven to be challenging due to the numerous ways in which Milwaukee Public Schools and outlying suburban areas collect and track this data. It is not a uniform system.

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	251	55	21.9%	4.61
6month/yearly	597	96	16%	4.63
Disenrollment	270	232	85.9%	4.29

1-month Care Coordinator Family Survey Results:

- | | |
|---|------|
| 1). My CC has been polite and respectful to me and my family. | 4.83 |
| 2). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.78 |
| 3). I know how to reach my care coordinator when I need to. | 4.69 |
| 4). My care coordinator returns my calls within 24 hours. | 4.57 |
| 5). I know how to reach my care coordinator's supervisor. | 4.39 |
| 6). The contents of the enrollment folder were explained to me. | 4.67 |
| 7). My care coordinator has talked with me about a Crisis/Safety Plan for my family. | 4.48 |
| 8). I've been offered choices about the services my family receives. | 4.50 |
| 9). Overall, I feel satisfied with the services my family is receiving. | 4.55 |

Average
Overall Score
4.61

6mo/yearly Care Coordination Family Survey Results:

- | | |
|---|------|
| 1). My CC has been polite and respectful to me and my family. | 4.94 |
| 2). I'm seeing my care coordinator as often as I'd like to | 4.62 |
| 3). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.76 |
| 4). My care coordinator follows through with what she/he says she/he's going to do. | 4.68 |
| 5). My care coordinator returns my calls within 24 hours. | 4.64 |
| 6). I would be comfortable calling my care coordinator's supervisor if I had any concerns. | 4.63 |
| 7). I've had the opportunity to include people on my team that are important in our family's life. | 4.57 |
| 8). I've been offered choices about the services my family receives. | 4.59 |
| 9). I get every copy of my Plan of Care. | 4.76 |
| 10). I understand my Plan of Care and how it can help me and my family. | 4.65 |
| 11). I feel Wraparound has been sensitive to my cultural, ethnic and religious needs. | 4.68 |
| 12). My team is starting to work to prepare my family for disenrollment from Wraparound. | 4.05 |
| 13). Overall, I feel the care provided to me/my family so far has been helpful. | 4.63 |

Average
Overall Score
4.63

Disenrollment Care Coordinator Family Survey Results:

- | | |
|---|------|
| 1). After disenrollment from Wraparound I will know how to get services and supports that my family may still need. | 4.28 |
| 2). If my family does have a crisis, I believe the final Crisis Plan my team developed will help us. | 4.26 |
| 3). I feel my family and I were treated with respect while enrolled in Wraparound. | 4.60 |

Average
Overall Score for
both Family and
Youth
4.28

- 4). I feel Wraparound has been sensitive to my family’s cultural, ethnic and religious needs. 4.44
- 5). Overall, I believe that care provided to me and my family helpful. 4.45
- 6). Overall, I feel Wraparound Milwaukee helped empower my family to handle challenging situations. 4.23
- 7). My child’s school attendance has improved. 4.45
- 8). I feel that my family has made significant progress in meeting the Family Vision we have been working towards. 3.98
- 9). I would recommend this program to a friend. 4.83
- 10). I feel my behavior has gotten better since I was enrolled in Wraparound. (youth) 4.09
- 11). My child’s educational needs have been met. 3.71

Disenrollment Care Coordinator YOUTH Survey Results:

- 1). I’m doing better in school than I did before. (youth) 4.06
- 2). I am getting along better with my family than I did before. (youth) 4.05
- 3). I liked my Care Coordinator. (youth) 4.21
- 4). I like the services I received. (youth) 4.36
- 5). Wraparound was sensitive to my cultural, ethnic and religious needs. (youth) 4.36
- 6). I feel I was treated with respect while enrolled in Wraparound. (youth) 4.51
- 7). I am doing better in school than I did before. (youth) 4.06
- 8). I would recommend this program to a friend. (youth) 4.39

Comment from a Satisfied Wraparound Grandparent



Wraparound has been a lifesaver for my grandson as well as myself. Thanks to staff for being real with what they say and showing my family so much love. They have been here from day one above and beyond the call of duty. God blessed us to have these people in our lives at a critical 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 4th and 9th month of enrollment.

Survey Time Frame	# of Surveys Sent	# of Surveys Received	Return Rate	Average Overall Score
4-Month	798	73	9%	4.58
9-Month	813	101	12.4%	4.42

4-month Provider Survey Results:

- 1). Focuses on my family’s strengths 4.60
- 2). Understands our family’s needs and limits 4.54
- 3). Is sensitive to our cultural needs 4.62
- 4). Listens to my family 4.61
- 5). Follows my family’s Plan of Care 4.50
- 6). Has knowledge of families/child development 4.63
- 7). Is respectful to my family 4.65
- 8). Is available when we need him/her 4.48

**Average Overall
Score
4.58**

9-month Provider Survey Results:

- 1). Focuses on my family’s strengths 4.34
- 2). Understands our family’s needs and limits 4.33
- 3). Is sensitive to our cultural needs 4.48
- 4). Listens to my family 4.45
- 5). Follows my family’s Plan of Care 4.37
- 6). Has knowledge of families/child development 4.54
- 7). Is respectful to my family 4.56
- 8). Is available when we need him/her 4.28

**Average Overall
Score
4.42**

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 5/1/09 – 10/31/09 was 1,103.

The average overall cost per month/ per enrollee was \$3,779.00. From May 2009 – October 2009 the costs per youth/per month have varied from a low of \$3,451 (September) to a high of \$3,978 (July).

(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

PROGRAM	APPROXIMATE AVERAGE COST PER MONTH/PER YOUTH
Wraparound Milwaukee	\$3,779
Group Homes	\$5,986
Corrections	\$8,100
Residential	\$8,493
Psychiatric Inpatient Hospital	\$38,100
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 2009 through October 2009

- 1) **Crisis Stabilization/Supervision** – an average of 763 or 70% of the youth utilized this service in some capacity. During the first half of 2009 an average of 75% of youth utilized this service.
- 2) **In-Home Therapy (Lead- Medicaid)** – an average of 593 or 54% of the youth/families utilized this service in some capacity. During the first half of 2009 an average of 58% of youth/families utilized this service.
- 3) **Transportation Services** – an average of 334 or 30% of the youth/families utilized this service in some capacity. During the first half of 2009 an average of 34% of the youth utilized this service.
- 4) **Outpatient Therapy (Individual/Family/Group – Office-Based)** - an average of 266 or 24% of the youth/families utilized this type of service in some capacity. During the first half of 2009 an average of 29% of youth/families utilized this service.
- 5) **Residential Treatment** - an average of 246 or 22% of the youth utilized this service in some capacity. During the first half of 2009 an average of 23% of youth utilized this service.

Although not considered a specific service per se, it is important to note:

*Five hundred and ten (510) or 46% of the youth/families utilized **Discretionary Funds** in some capacity. This is a 2% increase compared to the first half of 2009. 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.*

*The majority of Discretionary Fund requests are for assistance/support with **Rent/Security Deposits and memberships to area recreational facilities, i.e. – YMCA.***



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 May 2009 – November 2009

Average overall “Need Ranking” score at discharge was 3.48 (on a scale of 1-5). This is a decrease of .12, compared to the last time period ranking at discharge.

The established threshold of performance is a 3.75.

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.

In early 2008 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 WRAP/REACH Team to be informal/community resources.

From 7/1/09 – 12/31/09, an average of **33.9% 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.



No Care Coordination audits were conducted during this time frame.

The 5 Wraparound Milwaukee provider agencies that provide **Crisis Stabilization/Supervision** were **audited** as it relates to the provision of that service. Formal audit reports were distributed and if needed the agency was required to submit a Corrective Action Plan for those indicators that may have fallen below the established standard/threshold.

In December, Wraparound Milwaukee submitted the annual **Performance Improvement Project (PIP)** to the State. This is a research type project/paper that addresses an administrative or clinical issue that the program decided to study in an effort to learn more about the issue/improve a practice/ensure quality. In 2009 Wraparound's PIP focused on the cumulative results of the “Out of Home Care” Satisfaction Surveys that had been administered from 1/08 – 10/09. The full report is available for viewing through the Wraparound QA Department.



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.

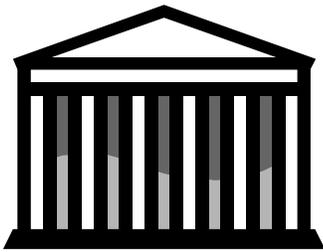
During the time frame of 7/1/09 –12/31/09 there was a total of 183 override/approval requests. Override/Approval requests from specific Care Coordination agencies ranged from a total of 10 to 44. **Ninety-night (99) percent** of all overrides/approvals were **approved** and **one (1) percent** were **denied**. There were **no partial approvals** during this time frame.

Top 5 Most Requested Overrides 7/1/09 – 12/31/09

Service	Threshold/Service Cap	Most Common Rationale
1). Discretionary Funds (58 overrides).	\$200.00 per month per family	Assistance/support with Rent/Security Deposits and memberships to area recreational facilities, i.e. – YMCA.
2). In-Home Lead – Medicaid (21 overrides)	14 hours per month per recipient/family	Required to attend additional Team Mtgs that occurred during the month, client returned home and therapist was needed to assist with stabilizing placement, there was 5 weeks in the month so additional hours were needed.
3). Crisis 1:1 Stabilization (20 overrides)	40 hours per month per recipient	Additional support needed as client transitioned home, efforts to preserve placement, went over authorized hours due to significant crisis during the month
4). Indiv/Fam. Therapy-Office Based (14 overrides)	5 hours per month per recipient	Child and Family Team requested that youth be seen 2X a week, need for intensive services, provider went over authorized hours
5). Respite Crisis - FOCUS (9 overrides)	9 days per month per recipient	More days needed to stabilize behaviors, delay in transitioning

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

1. **Discretionary Funds – service code 5580 (1 denial)** – Request out of realm of policy criteria.
2. **Parent Correctional Facility Visit - service code 5550A (1 denial)** – Visit denied, as client was not visiting parent.



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.



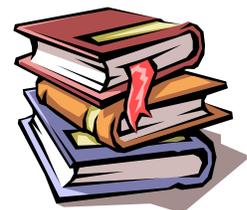
Per Progress Notes dated 6/1/09–11/3/09, the **compliance score** as it relates to **holding a monthly Child and Family Team Meeting** was **88.4%**.

The prior scoring period revealed a compliance score of 89.3%.

The established threshold for compliance is 85%.

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 provider staff and/or families.



One **New Care Coordinator Training** was held during this time frame. A total of 19 new Care Coordinators completed the Care Coordinator Certification Training in addition to 3 Wraparound Professional Foster Parents. Six (6) parent facilitators assisted!

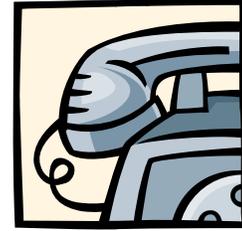
Several inservices/workshops took place, providing continuing educational opportunities for Wraparound –related staff.

These consisted of:

- “Childhood Diagnoses”
- “Wraparound Administrative Panel” presentation
- “Youth Involvement in Trading Sex for Money or Survival Needs”
- “Alliance for Healthy Families: Empowering Families for the Future”
- “Wraparound Milwaukee Youth Council” presentation

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 the second half of 2009

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 7/1/09 – 12/31/09 consisted of:



*12 written complaints
+ 1 verbal complaints
13 total complaints*



<i># of 2004 complaints</i>	<i># of 2005 complaints</i>	<i># of 2006 complaints</i>	<i># of 2007 complaints</i>	<i># of 2008 complaints</i>
<i>36</i>	<i>26</i>	<i>14</i>	<i>12</i>	<i>17</i>

Complaints were generated from the following sources:

- ❖ *Six (6) from Care Coordinators/Care Coordinator Supervisors*
- ❖ *Four (4) from a Parent/Guardian*
- ❖ *Two (2) from an MPS teacher*

Complaints were filed against:

- ❖ *Eight (8) against Service Providers*
 - *2 related to Group Home Care*
 - *2 related to Crisis Stabilization Services*
 - *1 related to Mentor Services*
 - *1 related to Transportation/Suspension Accountability Services*
 - *1 related to Summer Day Camp Services*

(Note: This was not an authorized Day Camp program through the Wraparound Provider Network)
- ❖ *Four (4) against Care Coordinators*

Outcomes

- ❖ *Six (6) complaints were substantiated*
- ❖ *Three (3) complaints were partially substantiated*
- ❖ *Two (2) complaints were unsubstantiated*
- ❖ *Two (2) complaints were categorized as "Other"*

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) Enhancements were made to allow the Delinquency and Court Services Department to more fully utilize Synthesis. These enhancements included the creation of a Case Notes section, modifications to the security access for Court Supervisors, and the development of a new look-up option based on Court Number.
 - 2) Changes were made to the messaging system so that all levels of care coordination staff receive automatic log-in messages whenever a Network Provider enters a Progress report for a youth.
 - 3) Changes to log-in security were made to provide easier monitoring of access level and log-in attempts.
 - 4) A pop up warning now appears for users to warn them when they are about to be logged out due to inactivity.
 - 5) Work continues with another Wraparound grant site to implement Synthesis for their program.
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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 183 Providers.**

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

Two New Provider Orientations took place during this time frame (8/18/09 and 9/29/09). A total of 17 Providers attended.

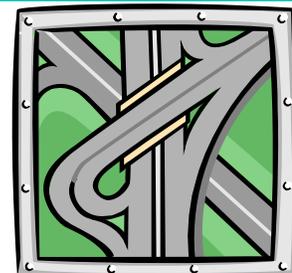
On September 16th, Wraparound Milwaukee sponsored a **half day inservice** for Outpatient Clinic Managers, Mental Health/AODA Practitioners and QA staff focusing **on the changes in DHS 35 – Rules for DHS Certified Mental Health Clinics and Vendorship.**

On November 3rd the Wraparound Provider Network in conjunction with Wiser Choice and the Children’s Court Services Network conducted a **mandatory meeting** in which an overview of the **2010 Fee-For-Service Agreement changes, renewal requirements and policy changes were addressed.**

In 2009 four (4) **Fiscal Orientation Trainings** occurred in which approximately 50 Provider Network billing/program staff participated. In addition, the Wraparound Fiscal Coordinator met 1:1 with approximately 20 providers to provide hands on fiscal/billing training at the provider’s agency.

There were **forty-three (43) Out of Network Requests** that were submitted during this time frame. Requests were submitted for services such as medication management, group home placement, therapy, tutoring, and neuropsych. evaluations, parent assistance. **Ten (10) of the 43 requests were denied** primarily due to the Out of Network process not being established to authorize services that are already available in the network, the provider does not meet the credentialing requirements that have been established to provide the service, the request was received months after the service was provided, request was not for the enrolled client.

During this time frame several Group Home facilities met with Wraparound Administration to establish common service requirements and expectations as it relates to the service provision of Independent Living Skills .



Centralized Quality Assurance Committee

Wraparound Milwaukee actively participates in the Countywide quality assurance initiative. Centralization promotes and improves communication between all County Divisions and Departments with regards to the standardization of quality assurance issues/processes/procedures and practices.



During the second half of 2009 the QA Committees' efforts focused on the following:

- Continued to strategize collaboratively and collectively as issues arose within one or more programs/networks
- Discussed outcomes/next steps of ongoing audit/reviews.
- The Fraud and Abuse Subcommittee reviewed and approved the new 2010 policy on fraud and abuse.
- Reviewed/revised the 2009 Fee-For--Service Agreement for 2010.
- Discussed/prepared for the fall "2010 Fee- For- Service Agreement/Policies" Inservice
- Discussed consolidating the various network audit recovery databases.

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 to build healthy community relations.



In 2009, St. Charles and My Home Your Home Care Coordination Agencies took the lead role in coordinating and implementing the Wraparound Youth Council. The Youth Council is comprised of youth participants from the Wraparound and REACH programs. It is an avenue for participants to explore new topics and activities, as well as connect and learn from other youth in similar situations. The Youth Council vision, "Have Fun and Learn New Things" was established by 9 chosen youth Board Members. The Youth Council generally meets twice a month.

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

- Sponsored a bake sale at Children's Court Center. The event was run by Youth Council Board Members. The Council raised over \$330.00, which has been put aside for the purchase of promotional items.
- The annual summer picnic was held in July.
- The annual car wash was held at St. Aemilian's and took in \$130.00.
- A movie night was held at St. Charles.
- The Council went on a field trip to the haunted house at State Fair Park and Fun World.
- Motivational speaker, Kwabena, came and spoke to the youth. This was held at the Miramar Theater. Kwabena uses poetry to motivate and teach young adults.
- The Council and Wraparound staff created and updated the link to the Youth Council area on the Wraparound website. The link provides information about upcoming events for 6 months.
- The Council created a brochure that can be distributed to all Wraparound Milwaukee families explaining in more detail what the Youth Council is all about.
- The Youth Council Board members created a Power Point presentation that has been utilized at the Wraparound Milwaukee Family orientation and inservice trainings.
- The Council purchased cinch bags and T-shirts with the Council logo on them. The sale of the bags/shirts is a fundraising and advertising effort.
- The Council conducted a survey of all enrolled youth in Wraparound asking them for their thoughts and ideas about the Council.

OTHER ACCOMPLISHMENTS

Positive Recognition Announcements

A total of **sixty-one (61)** 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.

Consultation

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 offered.



Family Orientations

Four Family Orientations were held during the second half of 2009. In total, approximately **125 family members** attended the orientations. In addition, on average, five (5) Families United of Milwaukee Representatives assisted with each orientation providing support and guidance.

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 Milw. 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 actively conducting cultural diversity workshops to interested Network Provider agencies. During 2009 the committee conducted fifteen (15) trainings in which over 230 Provider Network agency staff participated.
- ❖ In an effort to promote self-growth, committee members shared relevant, current resource materials within the group. Several materials were then shared with Wraparound staff/providers.
- ❖ The committee held its annual potluck diversity luncheon in which specialty foods were made and shared.

Visits from other Sites/Programs

Wraparound Milwaukee was visited by two programs, the Methodist Home For Children, and the Wraparound program from Monterey County, California. The visits focused on sharing information, lessons learned, system of care and IT development, provider network and quality assurance processes and mobile crisis services.

Mobile Urgent Treatment Team (MUTT) Update

- In the second half of 2009, MUTT-MPS completed a response time study, reflecting efforts at timely support of MPS schools. The average response time to a call from MPS was 22 minutes. This is within acceptable standards as set forth by other emergency support systems, such as law enforcement.
- The MUTT –FF team currently has 45 open family cases. Eight (8) were enrolled into Wraparound Milwaukee in December. MUTT – FF is now working with kinship families and the Child Protection Center (CPC). Kinship families can now receive the same level of support from MUTT-FF as out of home, non-relative caregivers. CPC has begun contacting MUTT any time a newly detained youth shows early signs that he/she may need ongoing behavioral support.

In February 2010, MUTT will begin assisting youth and families involved in treatment foster care (TFC) through the MUTT – TFC program. This team will provide crisis assessment and response for TFC families, along with consultation as requested.

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 Milwaukee Quality Assurance Director*