



QUALITY ASSURANCE/IMPROVEMENT SEMI-ANNUAL REPORT

January 1st – June 30th, 2009



Striving for Excellence

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NEW ENROLLEE DEMOGRAPHICS



WRAP/REACH Enrollment = 293
WRAP/REACH Disenrollment = 298
Average Daily Census = 834

GENDER

- Females = 83 (28%)
- Males = 210 (72%)

AGE (286 youth represented in this data)

- Average age = 14.8 y.o.

ETHNICITY (286 youth represented in this data)

- African American = 210 (73%)
(72% male – 28% female)
- Caucasian = 42 (15%)
(64% male – 36% female)
- Hispanic = 23 (8%)
(78% male – 22% female)
- Bi-racial = 8 (3%)
(75% male - 25% female)
- Asian = 0 (0%)
(0%)
- Native American = 1 (.3%)
(100% male – 0% female)
- Other/Unknown = 2 (.6%)

YOUTH ISSUES (youth may have one or more issues. 210 youth represented in the data below)

- School/Community Concerns = 179
- Severe Aggressiveness = 139
- Attention Problems= 131
- Drug/Alcohol Abuse = 124
- Major Affective Illness = 114
- Runaway Behavior = 103
- H/O Sexual Misconduct = 101
- Hx. of Psychiatric Hosp = 96
- Suicidal Behavior = 66
- Previous Physical Abuse = 47
- Physical Disability = 47
- Sexual Abuse Victim = 45
- Dev. Disorder/Autism = 34
- Adjudicated Sex Offender = 27
- Fire setter = 36
- Psychosis = 25
- Sex Offender (Registered) = 4
- Other = 104 (For example: stealing, manipulative behavior, traumatic events/illnesses)

COURT ORDER (285 youth represented in this data)

- 48% of youth who were enrolled into Wraparound were on Delinquency Order (N=138)
- 22% were on a CHIPS Order (N=63)
- 6% were on a JIPS Order (N=17)
- 1% were on a Dual (CHIPS/Delinquent) Order (N= 2)
- 23% - NO Court Order (REACH youth) (N =65)

FAMILY ISSUES (family may have one or more issues. 211 families represented in the data below)

- Out-of-Home Placement = 121
- Abandonment by Parent = 112
- Parental Incarceration = 107
- Substance Abuse Caregiver = 93
- Domestic Violence = 77
- Parental Severe Mental Ill. = 77
- Felony Conviction = 70
- Sibling Foster Care = 53
- Neglect = 44
- Non-adjudicated Abuse = 32
- Parental Dev. Disability = 31
- Previous Psych. Hosp = 30
- Sibling Institutionalization = 29
- Adj. Phys. Abusive Caregiver = 16
- Adj. Sexually Abusive Caregiver = 15
- Other = 105 (For example: traumatic events/illnesses/deaths, divorce/separations, adoptions)

DIAGNOSIS (259 represented in this data. Youth may have one or more diagnosis)

- Conduct Disorder = 158
- ADHD = 138
- Mood Disorder = 102
- AODA Related = 82
- Developmental Disorder = 80
- Learning Disorder = 65
- Depressive Disorder = 53
- Anxiety Disorder = 49
- Adjustment Disorder = 19
- Personality Disorder = 16
- Thought Disorder = 11
- Eating Disorder = 1
- Other = 57



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 7/1/08 – 7/1/09)

CBCL T-Scores from Enrollment to Disenrollment

(Enrollments from 7/1/08 – 7/1/09)

CBCL and YSR Scores to be reported in the next report

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 170 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), 154 or **90% of those youth achieved permanency**. Placements for youth who did not achieve permanency were: 1 in Detention facing new charges, 5 in Transitional Foster Care, 1 in Respite Care and 4 in Group Home Care, 1 was in Shelter Care, and 4 were in Residential Care.

School

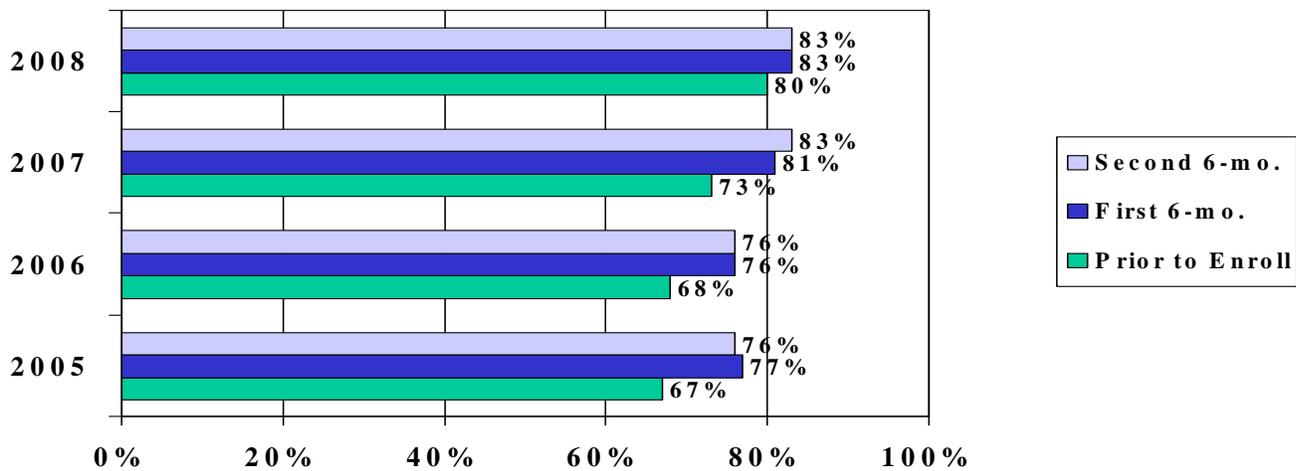
Wraparound Milwaukee is invested in ensuring that the youth we serve are getting the best education possible, that all educational needs are identified and that attendance improves.



Of the youth for which school data was entered into the Synthesis database (on the Plan of Care) during 1/1/09 – 6/30/09 the following was revealed:

	<u># WRAP</u>	<u>%WRAP</u>	<u>#REACH</u>	<u>%of REACH</u>
K-5 th grade	36	6.4%	48	29.6%
6 th - 8 th grade	142	25.4%	56	34.6%
9-12 th grade	381	68.2%	58	35.8%

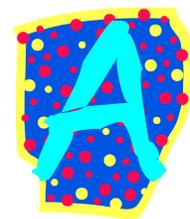
Trends in School Attendance



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	276	27	10.2%	4.80
6month/yearly	575	80	13.9%	4.50
Disenrollment	298	215	72%	4.36

1-month Care Coordinator Family Survey Results:

- | | |
|---|------|
| 1). My CC has been polite and respectful to me and my family. | 4.96 |
| 2). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.89 |
| 3). I know how to reach my care coordinator when I need to. | 4.88 |
| 4). My care coordinator returns my calls within 24 hours. | 4.80 |
| 5). I know how to reach my care coordinator's supervisor. | 4.65 |
| 6). The contents of the Wraparound enrollment folder were explained to me. | 4.88 |
| 7). My care coordinator has talked with me about a Crisis/Safety Plan for my family. | 4.78 |
| 8). I've been offered choices about the services my family receives. | 4.67 |
| 9). Overall, I feel satisfied with the services my family is receiving. | 4.70 |

**Average
Overall Score
4.80**

6mo/yearly Care Coordination Family Survey Results:

- | | |
|---|------|
| 1). My CC has been polite and respectful to me and my family. | 4.78 |
| 2). I'm seeing my care coordinator as often as I'd like to | 4.38 |
| 2). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.69 |
| 4). My care coordinator follows through with what she/he says she/he's going to do. | 4.45 |
| 5). My care coordinator returns my calls within 24 hours. | 4.49 |
| 6). I would be comfortable calling my care coordinator's supervisor if I had any concerns. | 4.61 |
| 7). I've had the opportunity to include people on my team that are important in our family's life. | 4.52 |
| 8). I've been offered choices about the services my family receives. | 4.27 |
| 9). I get every copy of my Plan of Care. | 4.63 |
| 10). I understand my Plan of Care and how it can help me and my family. | 4.49 |
| 11). I feel Wraparound has been sensitive to my cultural, ethnic and religious needs. | 4.48 |
| 12). My team is starting to work to prepare my family for disenrollment from Wraparound. | 4.12 |
| 13). Overall, I feel the care provided to me and my family so far has been helpful. | 4.48 |

**Average
Overall Score
4.50**

Disenrollment Care Coordinator Family Survey Results:

- | | |
|---|------|
| 1). I feel my family and I were prepared to disenroll from Wraparound | 4.00 |
| 2). After disenrollment from Wraparound I will know how to get services and supports that my family may still need. | 4.34 |
| 3). If my family does have a crisis, I believe the final Crisis Plan my team developed will help us. | 4.24 |
| 4). I am comfortable with my child's school placement. | 4.17 |
| 5). I feel my family and I were treated with respect while enrolled in Wraparound. | 4.68 |
| 6). I feel Wraparound has been sensitive to my family's cultural, ethnic and religious needs. | 4.51 |
| 7). Overall, I believe my care coordinator was helpful to me and my family. | 4.83 |
| 8). Overall, I believe that other services provided were helpful. | 4.67 |
| 9). Overall, I feel Wraparound Milwaukee helped empower my family to handle challenging situations. | 4.20 |
| 10). My child's school attendance has improved. | 4.17 |

**Average
Overall Score
4.36**

- | | | |
|------|--|------|
| 11). | I feel that my family has made significant progress in meeting the Family Vision we have been working towards. | 4.02 |
| 12). | I'm happy about where I will be living after disenrollment. (youth) | 4.60 |
| 13). | I'm attending school more that I did before enrollment. (youth) | 4.20 |
| 14). | I like school better than I did before enrollment. (youth) | 4.00 |
| 15). | I am getting along better with my family than I did before. | 4.17 |
| 16). | I feel my behavior has gotten better since I was enrolled in Wraparound. | 4.24 |
| 17). | My child's educational needs have been met. | 3.70 |
| 18). | Overall, I believe the care provided to me and my family was helpful. | 4.49 |
| 19). | I would recommend this program to a friend. | 4.84 |
| 20). | I liked my Care Coordinator. | 4.57 |
| 21). | I like the services I received. | 4.36 |
| 22). | Wraparound was sensitive to my cultural, ethnic and religious needs. | 4.53 |
| 23). | I feel I was treated with respect while enrolled in Wraparound. | 4.58 |
| 24). | I am doing better in school than I did before. | 4.06 |
| 25). | I would recommend this program to a friend. | 4.62 |

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	789	96	12%	4.33
9-Month	865	74	9%	4.25

4-month Provider Survey Results:

- 1). Focuses on my family’s strengths 4.26
- 2). Understands our family’s needs and limits 4.36
- 3). Is sensitive to our cultural needs 4.41
- 4). Listens to my family 4.42
- 5). Follows my family’s Plan of Care 4.23
- 6). Has knowledge of families/child development 4.35
- 7). Is respectful to my family 4.48
- 8). Is available when we need him/her 4.15

**Average Overall Score
4.33**

9-month Provider Survey Results:

- 1). Focuses on my family’s strengths 4.21
- 2). Understands our family’s needs and limits 4.13
- 3). Is sensitive to our cultural needs 4.30
- 4). Listens to my family 4.26
- 5). Follows my family’s Plan of Care 4.20
- 6). Has knowledge of families/child development 4.30
- 7). Is respectful to my family 4.57

**Average Overall Score
4.25**

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 11/7/08 – 4/30/09 was 1,437.

The average overall cost per month/ per enrollee was \$3,786.00. From Nov 2008 – April 2009 the costs per youth/per month have varied from a low of \$3,610 to a high of \$3,912.

(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.)

Costs/Services

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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	\$3,786
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 November 2008 through April 2009

- 1) **1 Crisis Stabilization/Supervision** – an average of 801 or 75% of the youth utilized this service in some capacity. During the second half of 2008 an average of 85% of youth utilized this service.
- 2) **In-Home Therapy (Lead- Medicaid)** – an average of 617 or 58% of the youth/families utilized this service in some capacity. During the second half of 2008 an average of 69% of youth/families utilized this service.
- 3) **Transportation Services** – an average of 359 or 34% of the youth/families utilized this service in some capacity. During the second half of 2008 an average of 37% of the youth utilized this service.
- 4) **Outpatient Therapy (Individual/Family/Group)** - an average of 310 or 29% of the youth/families utilized this type of service in some capacity. During the second half of 2008 33% of youth/families utilized this service.
- 5) **Residential Treatment** - an average of 240 or 23% of the youth utilized this service in some capacity. During the second half of 2008 28% of youth/families utilized this service.

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

Four hundred and seventy (470) or 44% of the youth/families utilized Discretionary Funds in some capacity. This is a 5% decrease compared to the second 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 December 2008 – May 2009

Average overall “Need Ranking” score at discharge was 3.6 (on a scale of 1-5). This is an increase of .1, 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.

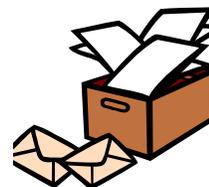
This allows for a more uniform identification of the team members.

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

From 1/1/09 – 6/30/09, an average of **30.9% 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.



In March, the Wraparound Quality Assurance Department conducted a **Chart 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 89.

Individual **agency compliance scores ranged from 85.9% to 100%. The overall compliance score for Wraparound Care Coordination agencies was 90.9 and the overall compliance Score for REACH Care Coordination agencies was 99%.** The established threshold of compliance is 90%.

In June, Wraparound began auditing the five Provider Network agencies that provide **Crisis Stabilization/Supervision Services** to the youth/families in Wraparound/REACH. The audit will continue into July. Final audit reports indicating the audit results and any corrective action plan measures will be completed by the end of August.



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 **1/1/09 –6/30/09** there was a total of **266 override/approval requests**. Override/Approval requests from specific Care Coordination agencies ranged from a total of 10 to 53. **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.

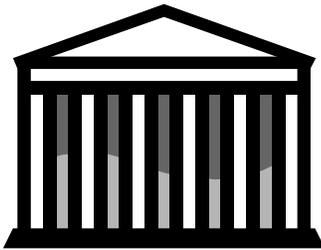
Top 5 Most Requested Overrides

1/1/09 – 6/30/09

1. In-Home Lead – Medicaid (73 overrides)
2. Discretionary Funds (67 overrides)
3. Crisis 1:1 Stabilization (39 overrides)
4. Indiv/Fam Therapy-Office Based (20 overrides)
5. Parent Assistance (11 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 (7 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. **Job Internship - service code 5556 (1 denials)** – Number of additional hours being requested was excessive. Service was not for the enrolled client.



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.



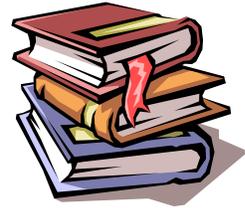
Per Progress Notes dated 12/1/08–5/31/09, the **compliance score** as it relates to **holding a monthly Child and Family Team Meeting** was **89.3%**.

The prior scoring period revealed a compliance score of 88.8%.

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.



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

Two Level I Trainings took place during this time frame (3/6 and 5/22). A total of 22 providers attended.

One Level II Training was cancelled due to limited attendance.

One New Care Coordinator Training

was held during this time frame. A total of 23 new Care Coordinators completed the Care Coordinator Certification Training in addition to 2 Wraparound professional staff. Twelve (12) parent facilitators assisted!

One Care Coordinator Re-Certification Training

was held during this time frame. A total of 69 Care Coordinators, Leads and Supervisors attended in addition to 10 parent facilitators.

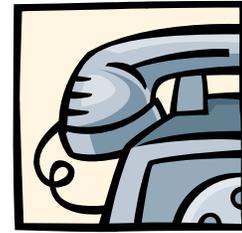
Several inservices/workshops took place, providing continuing educational opportunities for Wraparound –related staff.

These consisted of:

- “Child Welfare Ombudsman Program”
- “Engaging Families”
- “Creating Care Coordination Training Passports”
- “Court Training”
- “Transitional Services for Youth”
- Brain Development seminar – Part I & II”
- “Transition to Adulthood”
- “MPS Related Services/Functional Behavioral Assess. & Positive Behavior Interventions”
- “Child and Family Team Training”

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 first 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 1/1/09 – 6/30/09 consisted of:



20 written complaints
+ 2 verbal complaints

22 total complaints

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

During this time period the following Synthesis enhancements have occurred:

- 1) A new module was created to allow us to track initial care coordinator training, certification and re-certification.
- 2) A change to the Plan of Care entry screen was made to allow us to create a "master calendar" of Team and Plan of care meetings across agencies. This will make it easier for the agency Supervisors and Leads to coordinate schedules for attending the meetings with newer care coordinators and will allow a Team Facilitation Consultant easy access to this information as well.
- 3) An enhancement was created for Providers who are entering client contact information on Synthesis (Transportation and Crisis Providers) to submit multiple invoices throughout the month, instead of waiting until the month is 'closed out' prior to submitting a single invoice. These vendors can then be paid more quickly for their services.
- 4) The second sale of the source code was completed, and another is pending.

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 192 Providers.

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

One New Provider Orientation took place during this time frame (4/29/09). A total of 3 Providers and 1 Wraparound staff attended.

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

- Discussed the proposal of conducting "abbreviated" QA Site reviews in 2009 of the Provider Network agencies.
- 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.
- Assembled a subcommittee that will create a Fraud and Abuse Policy and Procedure.

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:

- The Board established ground rules for all the meetings.
 1. Respect everyone
 2. Take responsibility to attend meetings and be on time
 3. No swearing
 4. Phones on vibrate
 5. Group accountability (all in this together)
- Youth Council business cards were created
- Sponsored a Stone Fire Pizza Company Fun Night
- The Council put together and sponsored a presentation, "Overcoming Life's Struggles". The presentation included current board members and influential adults that had a story that people could learn from and be motivated by.
- Established a process to receive community service hours for engaging in applicable activities.
- Sponsored a roller skating event at Butler Skateland.
- Created and chose a logo to begin promoting/marketing the Youth Council (see logo above).
- Sponsored a bake sale at Children's Court Center. The funds raised from the event will go to purchasing marketing items that will potentially raise more money for future events.

OTHER ACCOMPLISHMENTS

A total of twenty-**nine (29)** 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 offered.

Four Family Orientations were held during the first half of 2009. 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 actively conducting 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 April, Wraparound was visited by Ms. Julie Boatwright Wilson from the Harvard University Kennedy School of Government. The visit was conducted to gather information about the Wraparound program as Wraparound was one of the final candidates for possible being awarded the **Harvard University Kennedy School of Government Innovation in American Government Award**

Mobile Urgent Treatment Team (MUTT) Update

Thus far in 2009, MUTT staff continued its work with Wraparound, Milwaukee Public Schools, Child Welfare, and the Milwaukee community at large.

During 2009 the general MUTT staff have:

- Solidified a supportive and collaborative relationship with the West Allis School District. MUTT now participates in the West Allis community partnership for youth.
- Hosted crisis teams from Saginaw, Michigan, and Buffalo, New York. Both systems were here to share information, and learn about MUTT's functioning within the Milwaukee community.
- Enhanced its role in crisis planning and auditing for Juvenile Delinquency Management, by providing crisis plan guidance, and documentation feedback.
- Continued partnerships with Children's Hospital of Wisconsin, and Milwaukee Police Department, with training, and crisis support for each.
- Renewed contracts with the Bureau of Milwaukee Child Welfare (BMCW), and Milwaukee Public Schools (MPS). In the coming year MUTT hopes to further support for BMCW by increasing presence in planning with high-risk youth, and youth with serious emotional disturbance in foster care. MUTT also intends to work with MPS to sustain partnership around REACH youth.

During the 2008-09 school year MUTT – MPS (Milwaukee Public Schools) staff have:

- Had 150 initial face-to-face contacts. In addition to the initial contact, saw many of these youth multiple times for *crisis intervention or follow-up services* at schools and/or the client homes.
- In total, had over **200 direct youth contacts** with MPS youth from September 2008 to June 2009.
- Provided ample phone services to school staff and community members relating to crisis intervention, community resources, coordination of care, consultation, follow-up services, and advocacy.
- Coordinated and oversaw referrals and management of care for **15** youth receiving *crisis stabilization* services throughout the school year.
- Visited over 60 MPS schools.
- Offered numerous trainings in Mental Health Issues, Crisis De-escalation and MUTT – MPS services over the 2008-2009 school year at/for:
 1. Parent Information Center Specialists/Central Office
 2. Principal Day
 3. MPS Resource Fair for school Social Workers/School Psychologists
 4. Special Education Supervisors and Diagnostic Teachers/Central Office
 5. Madison High School and North Division

During 2009 MUTT – FF (Foster families) staff have:

- Continued to participate in PACE training in collaboration with Bureau of Milwaukee Child Welfare for newly licensed foster parents.
- Expanded services available to Kinship providers.
- Are in discussions regarding the development of relations with BMCW staff members to consult on "higher risk children" that may have difficulty in placement.
- Continued to attend CST's and Staffing meetings with Children's Service Society of Wisconsin to consult on permanency and foster home placements.

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*