



QUALITY ASSURANCE/IMPROVEMENT SEMI-ANNUAL REPORT

January 1st – June 30th, 2010



Striving for Excellence

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NEW ENROLLEE DEMOGRAPHICS



WRAP/REACH Enrollment = 349
WRAP/REACH Disenrollment = 319
Average Daily Census = 804

GENDER

- Females = 96 (28%)
- Males = 253 (72%)

AGE (341 youth represented in this data)

- Average age = 14.6 y.o.

ETHNICITY (342 youth represented in this data)

- African American = 233 (68%)
(73% male – 27% female)
- Caucasian = 55 (16%)
(60% male – 40% female)
- Hispanic = 37 (11%)
(78% male – 22% female)
- Bi-racial = 9 (2%)
(89% male - 11% female)
- Asian = 2 (.5%)
(50% male – 50% female)
- Native American = 3 (.8%)
(67% male – 33% female)
- Other/Unknown = 3 (.8%)

COURT ORDER (349 youth represented in this data)

- 45% of youth who were enrolled into Wraparound were on Delinquency Order (N=158)
- 13% were on a CHIPS Order (N=46)
- 7% were on a JIPS Order (N=23)
- .5% were on a Dual (CHIPS/Delinquent) Order (N= 2)
- 34% - NO Court Order (REACH youth) (N =120)

DIAGNOSIS (302 represented in this data.

Youth may have one or more diagnosis)

- Conduct Disorder = 184
- ADHD = 165
- Mood Disorder = 158
- AODA Related = 93
- Learning Disorder = 79
- Developmental Disorder = 78
- Anxiety Disorder = 56
- Depressive Disorder = 51
- Adjustment Disorder = 22
- Thought Disorder = 11
- Personality Disorder = 10
- Eating Disorder = 4
- Other = 73

YOUTH ISSUES (youth may have one or more issues.

213 youth represented in the data below – WRAP only)

- School/Community Concerns = 174
- Severe Aggressiveness = 152
- Drug/Alcohol Abuse = 123
- Attention Problems= 120
- H/O Sexual Misconduct = 119
- Major Affective Illness = 114
- Runaway Behavior = 97
- Hx. of Psychiatric Hosp = 85
- System Involv. – Juv. Jus. = 69
- Suicidal Behavior = 60
- System Involv. – Child Protective Svcs. = 58
- System Involv. – MH. = 56
- Previous Physical Abuse = 42
- Physical Disability = 41
- Fire setter = 40
- Sexual Abuse Victim = 40
- Psychosis = 34
- Dev. Disorder/Autism = 33
- Adjudicated Sex Offender = 26
- Adjudicated Sex Offender = 26
- System Involv. – Social Svcs. = 11
- Sex Offender (Registered) = 7
- System Involv. – Education. = 5
- Other = 106 (For example: stealing, manipulative behavior, traumatic events/illnesses)

FAMILY ISSUES (family may have one or more issues.

214 families represented in the data below – WRAP only)

- Out-of-Home Placement = 123
- Abandonment by Parent = 98
- Parental Severe Mental Ill. = 85
- Parental Incarceration = 81
- Substance Abuse Caregiver = 80
- Sibling Foster Care = 61
- Felony Conviction = 57
- Domestic Violence = 56
- Neglect = 43
- Previous Psych. Hosp = 32
- Sibling Institutionalization = 32
- Non-adjudicated Abuse = 31
- Parental Dev. Disability = 29
- Adj. Sexually Abusive Caregiver = 15
- Adj. Phys. Abusive Caregiver = 12
- Other = 97 (For example: traumatic events/illnesses/deaths, divorce/separations, adoptions)



OUTCOME INDICATORS

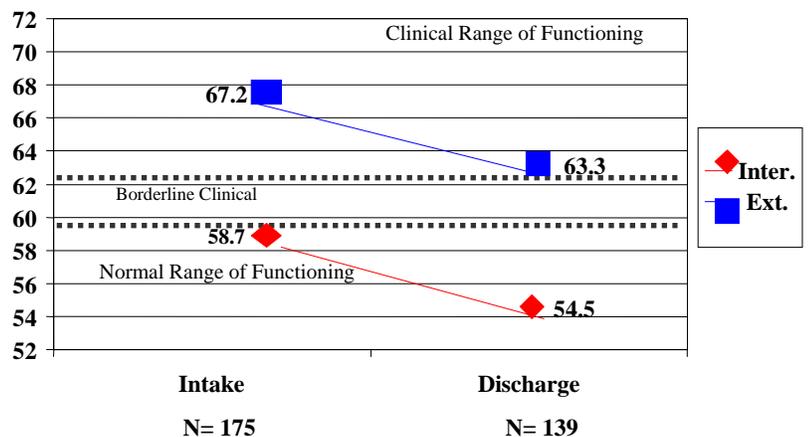
Functioning

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.

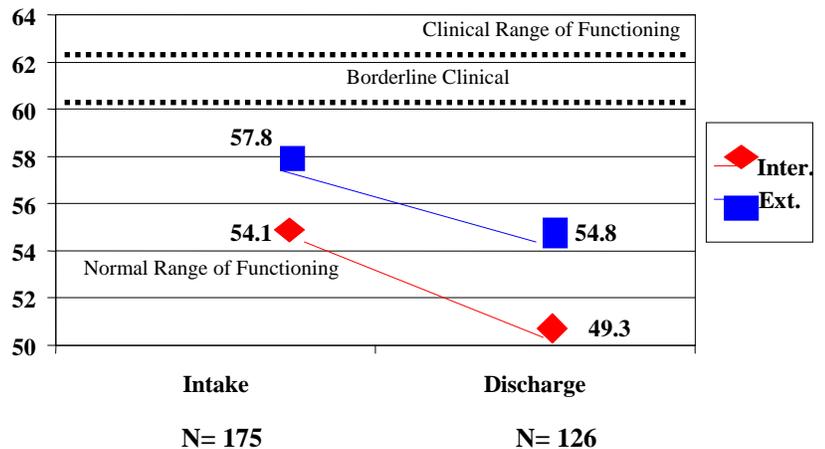
The **CBCL** is filled out by the parent/primary caregiver and provides information about the internal (mood, thought processing) and external (social/interpersonal interactions, community-based behaviors) behavioral issues of a child during the preceding six-month period. It comprises various individual 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.

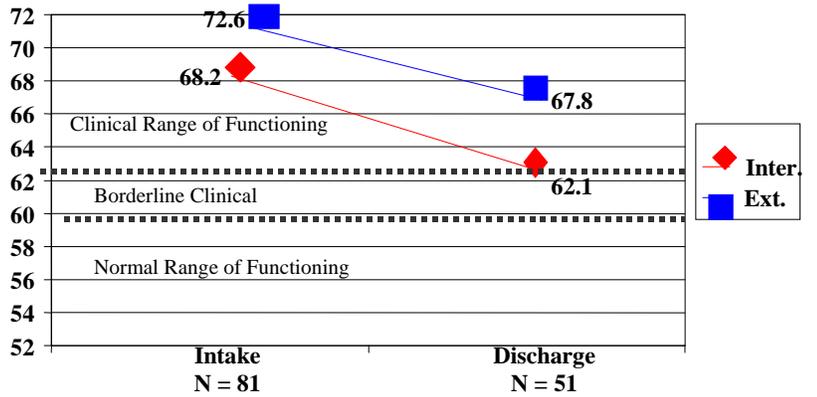
WRAPAROUND
CBCL T-Scores from Intake to Discharge
 (Disenrollments from 1/1/10 – 6/30/10)



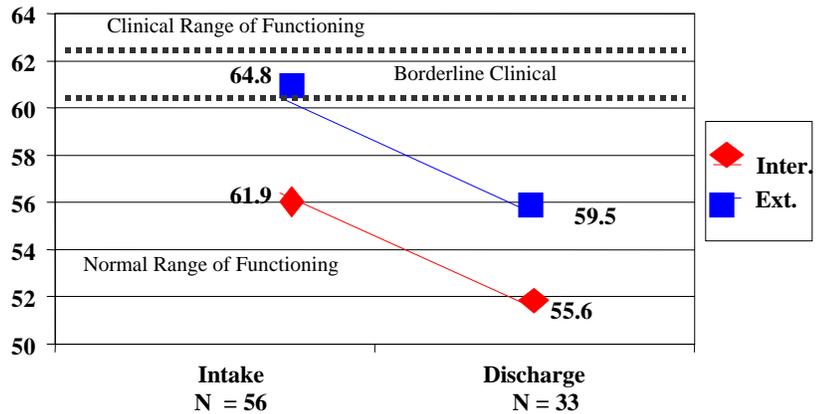
WRAPAROUND
YSR T-Scores from Intake to Discharge
 (Disenrollments from 1/1/10 – 6/30/10)



REACH
CBCL T-Scores from Intake to Discharge
 (Disenrollments from 1/1/10 – 6/30/10)



REACH
YSR T-Scores from Intake to Discharge
 (Disenrollments from 1/1/10 – 6/30/10)



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 189 Wraparound youth that completed the program, excluding those youth that upon discharge were on runaway status (34 or 18%) or had been placed in the Department of Corrections (1 or .5%), 138 or **73% of those youth achieved permanency**. Placements for youth who did not achieve permanency were: 2 in Detention facing new charges, 7 in Transitional Foster Care, 1 in Respite Care and 3 in Group Home Care, 2 in Shelter Care, and 1 was 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 new enrollees for which school data was entered into the Synthesis database during 1/1/10 – 6/30/10 the following was revealed:

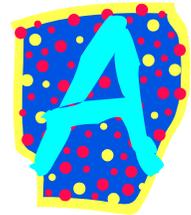
	<u># WRAP</u>	<u>%WRAP</u>	<u>#REACH</u>	<u>%of REACH</u>
K-5 th grade	9	5%	41	38%
6 th - 8 th grade	58	30%	39	36%
9-12 th grade	129	66%	29	26%

Youth in Wraparound are attending school approximately 84% of the time, while those in 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 Coord. and Provider Network services.



Family/Youth 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. A 5-point ranking scale is utilized with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree". An option of "Not Applicable" is also available.

Survey Time Frame	# of Surveys Sent	# of Surveys Received	Return Rate	Average Overall Score
1-Month	283	47	17%	4.66
6month/yearly	584	100	17%	4.39
Disenrollment	319	257	81%	4.60

1-month Care Coordinator Family Survey Results:

- 1). My CC has been polite and respectful to me and my family. 4.91
- 2). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. 4.82
- 3). I know how to reach my care coordinator when I need to. 4.63
- 4). My care coordinator returns my calls within 24 hours. 4.70
- 5). I know how to reach my care coordinator's supervisor. 4.55
- 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. 4.57
- 8). I've been offered choices about the services my family receives. 4.57
- 9). Overall, I feel satisfied with the services my family is receiving. 4.53



**Average
Overall Score
4.66**

6mo/yearly Care Coordination Family Survey Results:

- | | | |
|------|---|------|
| 1). | My CC has been polite and respectful to me and my family. | 4.75 |
| 2). | I'm seeing my care coordinator as often as I'd like to. | 4.52 |
| 3). | Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.80 |
| 4). | My care coordinator follows through with what she/he says she/he's going to do. | 4.61 |
| 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. | 4.51 |
| 7). | I've had the opportunity to include people on my team that are important in our family's life. | 4.60 |
| 8). | I've been offered choices about the services my family receives. | 4.57 |
| 9). | I get every copy of my Plan of Care. | 4.75 |
| 10). | I understand my Plan of Care and how it can help me and my family. | 4.71 |
| 11). | I feel Wraparound has been sensitive to my cultural, ethnic and religious needs. | 4.66 |
| 12). | My team is starting to work to prepare my family for disenrollment from Wraparound. | 4.08 |
| 13). | Overall, I feel the care provided to me/my family so far has been helpful. | 4.59 |

**Average
Overall Score
4.60**

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. | 4.35 |
| 2). | If my family does have a crisis, I believe the final Crisis Plan my team developed will help us. | 4.30 |
| 3). | I feel my family and I were treated with respect while enrolled in Wraparound. | 4.67 |
| 4). | I feel Wraparound has been sensitive to my family's cultural, ethnic and religious needs. | 4.59 |
| 5). | Overall, I believe that care provided to me and my family helpful. | 4.59 |
| 6). | Overall, I feel Wraparound Milwaukee helped empower my family to handle challenging situations. | 4.31 |
| 7). | I feel that my family has made significant progress in meeting the Family Vision we have been working towards. | 4.18 |
| 8). | My child's educational needs have been met. | 3.72 |
| 9). | I would recommend this program to a friend. | 4.76 |

**Average
Overall Score for
Family
4.38**

Disenrollment Care Coordinator YOUTH Survey Results:

- | | | |
|-----|--|------|
| 1). | I'm doing better in school than I did before. | 4.17 |
| 2). | I am getting along better with my family than I did before | 4.16 |
| 3). | I liked my Care Coordinator. | 4.63 |
| 4). | I like the services I received. | 4.45 |
| 5). | Wraparound was sensitive to my cultural, ethnic and religious needs. | 4.49 |
| 6). | I feel I was treated with respect while enrolled in Wraparound. | 4.58 |
| 7). | I feel my behavior has gotten better since I was enrolled in Wraparound. | 4.31 |
| 8). | I would recommend this program to a friend. | 4.47 |

**Average
Overall Score for
Youth
4.40**

Comment from a Satisfied Wraparound Parent

I wanted to send this letter in appreciation for all the help and services you have provided for my son over the years. My Care Coordinator's support, guidance and friendship kept us going through tough times. The services that were put in place were also excellent. Those that have been part of our lives will be greatly missed. With Sincere Thanks.

Family Satisfaction Levels related to *Provider Network Services*

Families also receive surveys inquiring about their satisfaction level related to the services they receive through Wraparound Provider Network. 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". An option of "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	1,316	89	7%	4.54
9-Month	1,030	62	6%	4.44

4-month Provider Survey Results:

- 1). Focuses on my family's strengths 4.56
- 2). Understands our family's needs and limits 4.53
- 3). Is sensitive to our cultural needs 4.52
- 4). Listens to my family 4.54
- 5). Follows my family's Plan of Care 4.56
- 6). Has knowledge of families/child development 4.53
- 7). Is respectful to my family 4.59
- 8). Is available when we need him/her 4.50

**Average Overall Score
4.54**

9-month Provider Survey Results:

- 1). Focuses on my family's strengths 4.43
- 2). Understands our family's needs and limits 4.37
- 3). Is sensitive to our cultural needs 4.55
- 4). Listens to my family 4.50
- 5). Follows my family's Plan of Care 4.42
- 6). Has knowledge of families/child development 4.40
- 7). Is respectful to my family 4.57
- 8). Is available when we need him/her 4.27

**Average Overall Score
4.44**

Family Satisfaction Levels related to *Out of Home Services*

Families also receive surveys inquiring about their satisfaction level related to the services they received through Wraparound Provider Network Out of Home placement agencies, i.e. – residential centers, group homes. A 5-point ranking scale is utilized with 1 meaning "Very Dissatisfied" and 5 meaning "Very Satisfied". An option of "No Response" is also available. These surveys are administered by a trained Families United of Milwaukee parent representative and are completed upon the youth's discharge from the out of home facility.

Survey Time Frame	# of Surveys able to be administered	Average Overall Score
Upon discharge from the facility	69	3.95

Out of Home Survey Results:

- 1). How satisfied were you with the care that your child received in the facility? 4.23
- 2). How easy was it to stay in contact with your child (phone and travel)? 4.40
- 3). How well did the staff keep you/your child informed through the time your child was in placement? 4.29
- 4). How well do you feel your child has improved during this placement? 3.81
- 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? 4.0
- 6). How safe did you feel your child was in the facility? 4.42
- 7). How culturally sensitive do you feel the staff were to the needs of your child? 4.23
- 8). Would you utilize this placement again or recommend it to other families 2.29

**Average
Overall Score
3.95**

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 of care.



The overall total number of youth serviced in some capacity from 11/1/09 – 4/30/10 was 1,130.

The average overall cost per month/ per enrollee was \$3,677.00.

This represents a combination of both Wraparound and REACH youths’ monthly service costs.

(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	\$3,677
Group Homes	\$5,986
Corrections	\$8,100
Residential Care	\$9,090
Psychiatric Inpatient Hospital	\$38,100

The top five service groups utilized (excluding Care Coordination) in which the client/family were the primary recipients, per authorizations from November 2009 through April 2010

- 1) **Crisis Stabilization/Supervision** – an average of 729 or 65% of the youth utilized this service in some capacity. During the second half of 2009 an average of 70% of youth utilized this service.
- 2) **In-Home Therapy (Lead- Medicaid)** – an average of 593 or 52% of the youth/families utilized this service in some capacity. During the second half of 2009 an average of 54% of youth/families utilized this service.
- 3) **Transportation Services** – an average of 366 or 32% of the youth/families utilized this service in some capacity. During the second half of 2009 an average of 30% of the youth utilized this service.

- 4) **Outpatient Therapy (Individual/Family/Group – Office-Based)** - an average of 308 or 27% of the youth/families utilized this type of service in some capacity. During the second half of 2009 an average of 24% of youth/families utilized this service.
- 5) **Residential Treatment** - an average of 237 or 21% of the youth utilized this service in some capacity. During the second half of 2009 an average of 22% of youth utilized this service.

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

Three hundred and eighty-nine (389) or 34% of the youth/families utilized Discretionary Funds in some capacity. This is a 12% decrease compared to the second 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, social/recreational activities and/or youth incentives.



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 January 2010 – June 2010

Average overall “Need Ranking” score at discharge was 3.51 (on a scale of 1-5). This is an increase of .03, 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, etc. These supports must be actively utilized, i.e. – be within the “strategy” related to a “need”, to be calculated within the data.

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

From 1/1/10 – 6/30/10, an average of **36.1% of the team members on the Wraparound Teams, and 47.8% on the REACH Teams** 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.



A Care Coordination “Plan of Care” audit was conducted during this time frame. A total of 90 client files were audited or approximately 10% of an agencies clientele.

Agency compliance scores ranged from 70.5% to 84.9% with the overall average being 79.1%

(Wraparound Milwaukee has established a 90% compliance threshold)

POC AUDIT INDICATOR AREAS	RANGE OF SCORES	OVERALL COMPLIANCE SCORE
General Indicators	38.8 – 100%	82.2%
POC Demographic/Secondary Sheets	50 – 100%	71.2%
Strengths Discovery/Family Narrative	36.4 – 75.8%	58.7%
Reactive Crisis Plan	82.5 – 88.5%	85.8
Domain Sheets	74.7 – 88.5%	81%

A comprehensive audit report was given to each of the Care Coordination agencies, which included both overall and agency specific results, identified strengths and recommendations for improvement.



SERVICE OVERRIDES/PARTIAL APPROVALS/DENIALS



The Wraparound QA/QI Department has been the primary gatekeeper of requests that come in from the Care Coordinators/Child and Family Teams for additional service hours above the established capitated amounts/units (overrides) and/or requests that may need approval due to the unusual combination of services being utilized (approvals). Units/ hours 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.

TO NOTE: In June of this year the override authorization process responsibility was given to the Care Coordination Agency Supervisors and Leads. Wraparound will conduct utilization review by monitoring the approvals that are done at the Care Coordination agency level but will no longer be the primary override processor.

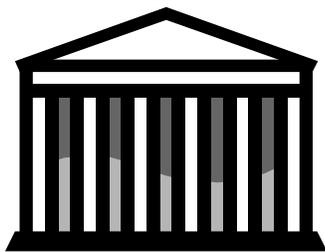
During the time frame of 1/1/10 –5/31/10 there were a total of 171 override/approval requests. Override/Approval requests from specific Care Coordination agencies ranged from a total of 8 to 45. **One- hundred percent (100%)** of all overrides/approvals were **approved**.

There were **no partial approvals or denials** during this time frame.

Top 5 Most Requested Overrides

1/1/10 – 5/31/10

Service	Threshold/Service Cap	Most Common Rationale
1). In-Home Lead – Medicaid (42 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.
2). Crisis 1:1 Stabilization (29 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
3). Discretionary Funds (22 overrides)	\$200.00 per month per family	Assistance/support with Rent/Security Deposits, social/recreational activities and/or youth incentives.
4). Indiv./Family Therapy-Office Based (18 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). Home-based Behavioral Management Technician (8 overrides)	10 hours per month per recipient	More days needed to stabilize behaviors.



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 Coordinator's Progress Notes and coded as such.

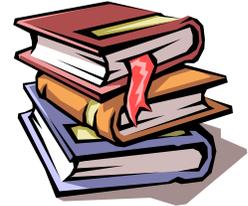


Per Progress Notes dated 12/1/09–5/31/10, the **compliance score** as it relates to **holding a monthly Child and Family Team Meeting for Wraparound Youth** was **89.2%** (a .6% increase from the previous 6-month time period), and for **REACH youth** was **95.6%** (a 4.5% increase from the previous 6-month time period)

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 11 new Care Coordinators completed the Care Coordinator Certification Training in addition to 3 Wraparound Professional Foster Parents. On average, seven (7) Families United of Milwaukee parent facilitators assisted!

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

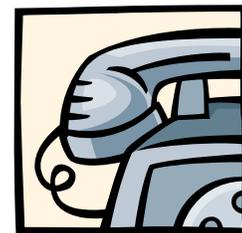
These consisted of:

- “Trauma Informed Care”
- “BMCW – Initial Assessment Procedures”
- “Crafting Needs Statements/Best Fit Strategies”
- “Youth in Transition Project – O’YEAH”

Wraparound Administration, with Crisis Stabilization/Supervision provider agency input, began to plan a **series of training opportunities that will be provided by Wraparound staff for crisis stabilization providers**. The first trainings will be in August of this year and will focus on the Mobile Urgent Treatment Team’s role in the provision of crisis services and “Wraparound 101” which will focus on the implementation of the wraparound philosophy and the Child and Family Team process.

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 2010

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 1/1/10 – 6/30/10 consisted of:



8 written complaints
+ 3 verbal complaints
11 total complaints



# of 2004 complaints	# of 2005 complaints	# of 2006 complaints	# of 2007 complaints	# of 2008 complaints	# of 2009 complaints
36	26	14	12	17	24

Complaints were generated from the following sources:

- ❖ Six (6) from a Parent/Guardian
- ❖ Three (3) from Care Coordinators/Care Coordinator Supervisors
- ❖ Two (2) from Wraparound Administration

Complaints were filed against:

- ❖ Seven (7) against Service Providers
 - 2 related to Group Home Care
 - 2 related to Residential Care
 - 2 related to Crisis Stabilization Services
 - 1 related to a provider HIPAA violation
- ❖ Three (3) against Care Coordinators
- ❖ One (1) against Wraparound Milwaukee – HIPAA violation

Outcomes

- ❖ Five (5) complaints were substantiated
- ❖ Four (4) complaints were partially substantiated
- ❖ 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/happenings have occurred:

- 1) During the first half of 2010, Wraparound Milwaukee completed working with another Wraparound grant site to implement Synthesis for their program.
- 2) Modifications were made to allow for tracking and reporting on team attendance at monthly meetings.
- 3) Additional messaging features were installed to allow staff to send alert notices to care coordinators.
- 4) Enhancements were made to how workers "sign" Synthesis documents such as Progress and Provider Notes.
- 5) Program-specific screens were built for individual users.
- 6) Enhancements were made to the security/access features.

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 194 Providers.

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

One New Provider Orientation took place during this time frame (2/23/10). A total of 16 Providers attended.

In the first half of 2010 no **Fiscal Orientation Trainings** were scheduled, but the Wraparound Fiscal Coordinator met 1:1 with approximately 10 agencies (15 providers total) to provide personalized hands on fiscal/billing training.

There were **fifty-eight (58) 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, neuropsych. evaluations and parent assistance. **Nine (9) of the 58 requests were denied** primarily due to the requested service already being available through a network provider, the provider not meeting the credentialing requirements that have been established to provide the service, the request being received months after the service was provided or the request being for someone else other than the enrolled client.

Reaching New Heights

Provider Resource Fair

The Wraparound Provider Network sponsored the **7th Wraparound Milwaukee Provider Resource Fair** at the Zoofari Conference Center on June 18th, 2010. The theme was “Reaching New Heights”. The event allowed the Providers in the Network, along with other community-based programs to showcase the services their agency provides. Families, care coordinators, case managers, probation officers, Bureau workers, etc. were offered the opportunity to gather resource information and speak to agency representatives about the services they have to offer.

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 2010 the QA Committees' efforts focused on the following:

- Continued to strategize collaboratively and collectively as issues arose within one or more programs/networks
- Discussed auditing plan for 2010 utilizing the established risk assessment tool.
- Discussed outcomes/next steps of ongoing audits/reviews.

Began to review suggested Fee-For-Service Agreement changes for 2011.

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 Youth Council held 10 planning meetings (board meetings)
- The youth council held 5 organized events which included:
 - Bowling at AMF Lanes - 30 youth attended
 - Milwaukee Bucks game - 35 youth attended
 - Cultural Food Night - food was prepared by youth and staff from their family's heritage
 - Annual Bake Sale - brought in over \$200.00 to be used to help fund other outings and merchandise
 - Annual Summer Picnic – partnerships sponsors included Care Coordination agencies and Families United of Milwaukee. The picnic was attended by over 450 individuals! Youth Council members helped with food, games and running activities. They also spoke to other youth to get them involved.

- A Youth Council Planning Meeting was held to get youth input on making changes to how meetings and activities are run/planned. Meeting was to give youth full ownership over Youth Council and allow them to get their ideas on the table.
- The Youth Council participated in three Family Orientations during this time frame. The Youth used a Power Point presentation to inform new families about the Youth Council and get youth more involved.
- A Youth Council member attended a 4day conference in Annapolis Maryland as a youth advocate representative, learning ways to impact upon system policy change and how to assist youth in their transition to adulthood.
- Youth Council created a calendar of events for the remainder of the year and chose what they wanted to participate in.
- New Youth Council shirts and water bottles were purchased to help spread the word about this great leadership program.

OTHER ACCOMPLISHMENTS

Positive Recognition Announcements

A **total of twenty-three (23)** Families/Service Providers/System Collaborators and/or Care Coordinators were recognized in the first 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 **200 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 activities included:

1. 2010 Committee Board positions approved
2. New Year/Holiday Luncheon held in January
3. Planning for 2010 (training, speakers, possible conference ideas) occurred
4. The training packet and Power Point presentation was again reviewed and revised
5. Speaker/Guest – Vera Pena, attended a committee mtg. and provided a “pep talk” to promote the continued mission of keeping cultural diversity at the forefront of all our efforts.
6. Committee members presented at the WACYCP Conference in April.

Visits from other Sites/Programs and Technical Assistance

- 1). Wraparound Milwaukee was **visited by two care management entities from Georgia**. Georgia has purchased our IT system-Synthesis, for their privately run statewide pilot program that will serve about 400 children. The visit focused on sharing information, lessons learned, system of care and IT development, provider network and quality assurance processes, mobile crisis services, family partnerships, care coordination services and working with high risk youth.
- 2). Wraparound Milwaukee **engaged in a technical assistance conference call with Lutheran Social Services of New England**. The call focused on quality assurance processes, managing client data, data analysis and wraparound principals/philosophy implementation.
- 3). In May, Bruce Kamradt – Director of Wraparound Milwaukee and Mary Jo Meyers – Deputy Director of Wraparound Milwaukee, **presented on Wraparound Milwaukee program in London and Dublin, attended the International Initiative on Mental Health Leadership and participated in the International Youth Mental Health Summit** in Killarney, Ireland.

Mobile Urgent Treatment Team (MUTT) Update

In the past year MUTT has begun several initiatives, many in partnership with the Bureau of Milwaukee Child Welfare.

MUTT recently began seeing youth referred by the Child Protection Center (CPC), for urgent and emergent assessment. In the recent months MUTT evaluated 10 youth referred by CPC after initial evaluation following detainment.

MUTT TFC (Treatment Foster Care) began in February and has an active caseload of 31 families at present. This team provides crisis assessment and response for TFC families, along with consultation as requested.

MUTT MPS (Milwaukee Public Schools) assessed 165 youth so far during the active school year and performed numerous trainings for school staff.

Dr. Morano – Director of MUTT, is now part of a statewide task force examining the utilization of Chapter 51 as it related to voluntary and involuntary treatment for youth.

Finally, beginning in August, MUTT will be an integral part of Crisis Training for Wraparound Provider Network Crisis Stabilization agencies.

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*