

Wraparound Milwaukee



Terms and Phrases

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Community / Systems Terms

Badger Care Plus - Extension of Wisconsin Medicaid that was created to ensure that greater numbers of otherwise uninsured families could obtain medical care by allowing families with incomes up to 185% of the federal poverty level to receive benefits. Badger Care covers the same services as Medicaid but may require payment of a small monthly premium no greater than 3% of the family income.

Bureau of Milwaukee Child Welfare (BMCW) - The State entity that oversees child welfare/protective services in Milwaukee County.

Correctional Facility - A locked, secure facility in which adjudicated delinquent youth are sent under a Court Order.

Family Intervention & Support Services Program (FISS) - In accordance with the Bureau of Milwaukee Child Welfare (BMCW) policy, families wishing to file a Pro Se Chips Petition must first be assessed by the Family Intervention Support Services Program (FISS) before they are allowed to petition the courts. The FISS unit will refer the family to appropriate services based on the assessment. The FISS unit serves youth ages 12 through 17 years.

Forward Card - The blue, plastic recipient identification card for Medicaid/Badger Care Plus.

Foster Care/Home - Any facility/home that cares for no more than 4 children unless all of the children are siblings. The home must be operated by a person who is licensed by the State of Wisconsin.

Group Home - Any facility that cares and provides for 5- 8 youth at a time. The person/agency operating the group home must be licensed by the State of Wisconsin.

Health Maintenance Organization (HMO) - A private or public run health care agency in which the enrollees often must choose from certain providers/care facilities. Enrollees are most often limited to how many services or how much of a service he/she can receive during a certain time period.

Independent Living - Financially being able to support oneself and live freely in a community setting.

Individualized Education Program (IEP) - A written, individual plan of educational services for youth who may have special needs in the school setting. Public schools must provide services identified in the IEP.

Katie Beckett – Katie Beckett is a special eligibility process that allows certain children who live at home with their families and have long term disabilities or complex medical needs to access Wisconsin Medicaid coverage. Eligibility is based on the child's disability and associated needs rather than family income. For more information regarding eligibility for Katie Beckett go to: www.dhfs.state.wi.us/children/factsforfamilies/beckett.htm.

Least Restrictive Environment - An educational, treatment or living situation that provides appropriate care, service or programs for a youth while imposing as few limitations or constraints as possible.

Managed Care Organization (MCO) - An organization that oversees all available services to an individual to ensure that proper treatment is provided and that treatment is not duplicated.

Medical Assistance/Medicaid (T-19) - Medicaid is a federal and state funded medical assistance program. Through this program medical and mental health services and transportation to them are covered for children 19 and under and their caretakers, if a family meets financial criteria.

Ongoing Case Management - Case management services provided to families who need continued attention to ensure the safety or well being of their children. These are families who are referred to the Bureau of Milwaukee Child Welfare (BMCW) for services. Case Managers bring together a Coordinated Service Team (CST) to create a plan to ensure safety and permanency for the child and family. They also authorize and coordinate services for the family.

Residential Care Center for Children & Youth (RCCCY) - Live-in facilities that are licensed by the State of Wisconsin to provide treatment and care for children/youth with emotional disorders who require continuous supervision and/or medication management.

Respite - Temporary care given to an individual for the purpose of providing a period of relief to the parent/caregiver. Respite is used to decrease stress in the homes of persons with physical or emotional disabilities, thereby increasing the parent/caregivers overall effectiveness.

Safety Services - A program administered by the Bureau of Milwaukee Child Welfare (BMCW) that provides short-term, in-home, intensive services to families who have been referred to the BMCW due to child safety concerns. At least one child in the home has been determined to be unsafe or at risk of maltreatment.

Shelter Care - A non-secure, State licensed place of temporary care and physical custody for children.

Supplemental Security Income (SSI) - The Federal income support program administered by the Social Security Administration (SSA) that provides cash assistance and automatic eligibility for Medicaid to persons who have disabilities and limited income and resources.

W2 - "Wisconsin Works" - Wisconsin's welfare replacement program for Aid to Families with Dependant Children (AFDC). The program is available to parents of minors whose family income is below 115% of the Federal Poverty level. Eligible participants meet with a Financial & Employment Planner who helps that person develop a self-sufficiency plan and determine his or her place on the W-2 employment ladder.

COURT AND LEGAL TERMS

Adjudicated - When a youth has been found guilty of a delinquent act or has been legally processed through disposition in court.

Assistant District Attorney (ADA) - An attorney employed by the State to prosecute individuals alleged to have violated a law, or to process the adjudication for individuals in need of services.

Branch - The number used in court to identify the location of a specific judge.

Change of Placement (COP) - A legal document that provides information and notification to all legally involved parties regarding the time, location and reasons that a child under a court order is moved from one place to another.

Chapter 51 – The part of the Wisconsin Mental Health Law that governs access to services, civil commitment, alternatives to civil commitment, and the relationship of these issues to the Criminal Justice System.

Child in Need of Protection and Services (CHIPS) - A child who has been found by the court to need protection and/or services due to unmet needs of the child, or her/his parent or guardian.

Child Safety Court Services Conferences (CSCSC) – Term used by the Milwaukee Bureau of Child Welfare (BMCW) system for the initial meeting held with parents, lawyers and BMCW staff after a children’s court judge has ruled to take child(ren) out of their parents’ home. This meeting determines the initial services needed to ensure the safety of the child(ren).

Concurrent Orders - Two (2) Court Orders from two different systems (i.e., Child Welfare and Juvenile Justice) that exist on a youth at the same time.

Consent Decree – An order of supervision over a child that suspends the court proceedings while still allowing the court to impose conditions on the parties.

Coordinated Service Team (CST) – Term used in the child welfare system to reflect the group of people involved with a family who meet to create a plan addressing the child’s safety and a need for a permanent home. This team will include many of the same people as the family’s Child & Family Team, if enrolled in Wraparound Milwaukee.

Court Liaison - An individual whose role is to facilitate or perform necessary court actions.

Court Order - A legal document that includes, describes, and directs actions and behaviors for all involved parties, and the amount of time that is given to the parties to accomplish these actions and behaviors.

Custody - A legal status created by a court order that confers the right and duty to protect, train, and discipline a child, and to provide the child with food, shelter, legal services, education and ordinary medical and dental care.

Delinquent - A child who has been found guilty of an illegal act.

Detention - A locked facility approved by the State to hold juveniles charged with, or found guilty of a delinquent act.

Disposition - The final findings of a judge that determine and define the placement, treatment and services for a child and/or a family under a court order.

Docket Sheet - A form that indicates the temporary, written summary of the actions that occurred during a court hearing.

Emergency Detention (ED) - The act of taking a child into custody when the welfare of the child demands that she/he be immediately removed from her/his present custody and placement. Probable cause must exist in which there is a belief that she/he will cause injury to him/herself, or be subject to injury by others.

Guardian ad Litem (GAL) - An attorney appointed by the State to represent a child under 12 years of age, or any person deemed by the court to be incompetent to make informed decisions. This person serves as an independent, objective advocate who is not bound by the client’s wishes.

Intake Specialist (IS) - A worker authorized by the court to provide an assessment of the youth’s charges, and to make recommendations to the court regarding the case.

Juvenile in Need of Protective Services (JIPS) - A child who has been found by the court to need protection and/or services due to habitual truancy from school or home, uncontrollability, mental illness, drug dependence or alcoholism, or a child under the age of 10 who has committed a serious delinquent act.

Legal Guardian - A person appointed by the court who has the duty and authority to make important decisions in matters having a permanent effect on the life and development of a child.

Mandatory Reporter - A person who is required, under State law, to report suspected, reported or observed neglect and or physical/sexual or emotional abuse, or who has a belief that abuse or neglect will occur.

Probable Cause – A reasonable belief in good faith based on known information about a person, activities, behaviors or occurrences.

Probation Officer (PO) - An individual whose role is to ensure and facilitate compliance with the court ordered conditions imposed upon a juvenile who has been found delinquent, or an adult found guilty of a crime.

Public Defender (PD) - An attorney who is paid by the State to provide free legal counsel and representation in court to children over the age of 12.

Sanction – A court ordered consequence for a juvenile who has violated a condition of his/her delinquency order.

Stayed Order – A delinquency order in which a judge has determined that placement in a correctional facility is warranted, but the placement is suspended to allow the child to complete the court ordered conditions outside of a correctional facility.

Sustaining Care - The court places a child in “sustaining care” upon termination of the parental rights of the parent(s) and appoints a guardian for the child when the court finds that the child is unlikely to be adopted or adoption is not in the best interest of the child.

Termination of Parental Rights (TPR) - A court ordered legal action that permanently severs all rights, powers, privileges, immunities, duties, and obligations between a parent and child.

Unauthorized Absence (UA) - When a youth is missing from home or legal placement without the permission of the legal guardian/primary caregiver.

Urinalysis (UA) – Done to determine drug usage or to monitor medication levels.

Vel Phillips Children's Court Center (CCC) - The building that houses the court rooms, judges, assistant district attorneys, public defenders and court files specific to the legal issues of children and juveniles. The offices of the chief probation officer and intake probation officers are also housed in the CCC. Secure (locked) detention for juveniles is located on the lower level of the building.

FAMILY FOCUSED TERMS

Access - To be able to get something (i.e., a service or help).

Advocacy - The process of actively supporting or defending the cause of an individual or group, or to speak or write in favor of a group or individual. To ensure that the youth and families receive the proper services identified by each family in a strength-based manner and that the family's voice is being heard throughout the process. To ensure that families are always treated with dignity and cultural respect and to empower parents to become better advocates for their families and others.

Educational Advocacy – The process of helping Care Coordinators and families to advocate for the development of the appropriate Individualized Education Plan (IEP) and to secure better public school placements for children and youth with serious emotional and mental health needs.

Empowerment - The ability to influence and have control over the services and care one receives. Empowerment may also mean: 1) having access to information and resources; 2) having the ability to choose; 3) being able to be assertive; 4) feeling that you can make a difference in your own life or community; and 5) increasing one's ability to independently overcome hardships and to stand up for one's rights.

Families United of Milwaukee, Inc - Advocacy agency contracted with Wraparound Milwaukee to support families who have children with a variety of needs who are enrolled in or who have been disenrolled from Wraparound Milwaukee. Families United also serves other parents/families in Milwaukee County. Their focus is to improve the quality of support to families, help them become independent and learn how to utilize community resources, to be decision-makers for their families and to assist families in reaching their goals and vision.

Family Driven – Family-driven means that families have a primary decision making role in the care of their own children, as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation. This includes: choosing supports, services and providers; setting goals; designing and implementing programs; monitoring outcomes; partnering in funding decisions; and determining the effectiveness of all efforts to promote the mental health and well being of children and youth.

Family Handbook - The Wraparound Milwaukee Family Handbook is a resource manual that explains the program components of Wraparound and how to access those components, and provides information to the family about the process of Wraparound.

Ownership - Possessing something (this could be an object or an idea or plan) and being responsible for that possession. For example: Taking "ownership" of the Plan of Care. A youth/family has ownership of the Plan of Care because they helped create it.

Partnering - Individuals or groups working together on equal terms.

Voice - Expressing oneself while being heard and understood by others. Having an active role in any decision making that relates to oneself or one's child.

Youth-Driven – Young people have the right to be empowered, educated and given a decision-making role in their own care, as well as the policies and procedures governing care for all youth. This includes giving young people a voice while keeping the focus on creating a safe environment that enables a young person to gain self-sustainability in accordance with their culture and beliefs.

MENTAL HEALTH RELATED TERMS

Alcohol and Other Drug Abuse (AODA) – The general term used to reference the numerous alcohol and/or drug related conditions/disorders.

Axis - Refers to the various categories of diagnoses from the Diagnostic Statistical Manual – Revised IV - TR.

- Axis I - refers to Clinical Disorders or other conditions that may be the focus of Clinical Attention.
- Axis II – refers to Personality Disorders or Mental Retardation.
- Axis III – refers to General Medical Conditions.
- Axis IV – refers to Psychosocial and Environmental problems.
- Axis V – refers to the Global Assessment of Functioning. This is the clinician's judgement of the individuals' overall level of functioning.

Cognitive Disability/Disorder (CD)– Cognitive delay presumed to be due to the direct effect of a general medical condition. The cognitive impairment is diagnosed after a clinical assessment or testing has been done.

Crisis - A situation that results in a high level of stress or anxiety for the person themselves, people giving care to the person or the community. The situation requires specific strategies to be determined that focus on ensuring safety and receiving proper treatment or intervention.

DSM Diagnosis - The definition of various psychiatric conditions based upon the categories described in the Diagnostic and Statistical Manual (DSM) of the American Psychiatric Association.

Emotional Disability or Disorder (ED) - Behavioral, emotional and/or social difficulties shown by a child or adolescent that disrupts the child's or adolescent's school, family, or community relationships.

Learning Disability/Disorder (LD)– A learning problem that interferes with the development, understanding of or demonstration of verbal and/or non-verbal abilities.

Neuropsychological Evaluation - An evaluation that studies the particular methods a person uses to take in and process information.

Psychiatric Crisis Service (PCS) - The public assessment and intake unit for persons who may require inpatient psychiatric care in Milwaukee County. Located at 9499 Watertown Plank Road in Milwaukee. The phone number is (414) 257-7260.

Psychiatrist - A physician (M.D.) specializing in mental health, emotional or behavioral disorders and is licensed to prescribe medications.

Psychologist - A mental health professional with a M.S. or Ph.D. in psychology, who administers tests, evaluates and treats emotional disorders. Cannot prescribe medications.

Severe Emotional Disability or Disorder (SED) - A longstanding and severe condition due to an emotional disturbance that leads to significant problems in the family, school and community settings.

QUALITY ASSURANCE / PROGRAM EVALUATION TERMS

Appeal - To request that an issue, concern or complaint be reviewed again by a person or agency with higher power.

Child Behavior Checklist (CBCL) - The CBCL is an evaluation tool that provides information about the child's behavioral issues and possible causes for those behaviors. It is filled out by the primary caretaker.

Complaint - A person's dissatisfaction with a service, benefit, policy or provider of care. Complaints can be expressed verbally or in writing.

Grievance - A person's written dissatisfaction with the outcome of a complaint. The grievance process is a formal procedure with specific, time-monitored steps.

Outcome - A result; something that occurs as the result of something being done.

Quality Assurance - Policies or mechanisms that are put into place in a program or system to ensure that care and services are being provided in a manner that meets the set expectations.

Quality Assurance/Quality Improvement Executive Committee - A group of family, community and systems people that meet every other month to address service and programmatic issues related to the provision of quality care and quality-related program development.

Quality Improvement - The ongoing improvement of the process of service delivery through constant monitoring and assessment and through feedback that is sought from relevant people, systems or stakeholders.

Quality Management – Coordinated activities that direct and control an organization with regards to quality.

Satisfaction Surveys - Surveys that measure the level of service and program satisfaction as seen through the eyes of the child and/or caregiver.

Youth Self Report (YSR) - The YSR is an evaluation tool that is completed by youth 11 years old and older. It provides information about the child's behavioral issues and possible causes for those behaviors. It is similar to the caregiver reported version - the Child Behavior Checklist (CBCL).

WRAPAROUND PHILOSOPHY TERMS

Collaboration - The process of communicating and partnering with people representing different systems, (i.e. – juvenile justice, child welfare, education, mental health, and spiritual and neighborhood communities) or opinions. A helping relationship between a family member and a systems person in which both share power and responsibility.

Community Supports/Resources - Those supports or resources in peoples' neighborhoods that can be supportive at little or no cost to the family. Examples include places of worship, YMCA, libraries, park recreational programs, free health clinics or Boys and Girls Clubs.

Cultural Competency - An awareness and acceptance of cultural differences, an awareness of one's own cultural values, an understanding of the "dynamics of difference" in the helping process, basic knowledge about the youth/family's culture and the ability to adapt practice skills to fit the cultural needs of the youth/family.

Diversion - Avoiding placement in a Residential Care Center for Children and Youth (RCCCY) by maintaining a youth safely in the community with supports from his or her Child & Family Team.

Formal Supports – System representatives that are formally involved with a family in times of need. Examples include therapists, child welfare worker, W2 workers, probation or parole officers, teachers or other school personnel.

Individualized Care - Care or services that are sought or designed to meet the specific needs of a person or family.

Informal Supports - Community relationships that are formed to support the family. Examples include spiritual leaders, next-door neighbor, AA sponsors or support group leaders.

Life Domains - Areas of need identified by the youth/family that are categorized within the Plan of Care (i.e., mental health, living situation, educational/vocational, spiritual, etc.).

Mission Statement - A statement or plan made by an organization, agency or committee that identifies how they hope to achieve their vision. (See definition of Vision)

Natural Supports - Individuals who are naturally involved in a family's life who can support them in times of need. Examples include extended family members, friends or anyone the family views as "family".

Need - An issue of concern identified by the youth or family related to their functioning as a family or in the community. When Needs are identified they are linked with a Life Domain on the Plan of Care. For Example: A "Need" may be for the family to get along better. This "Need" would then be categorized under the Family Domain on the Plan of Care. A "Need" is not a service or a material item.

Plan of Care (POC) - The written Care Plan that is created by the Child & Family Team. The Plan includes the history of the child/family, the strengths of the family team, the vision that the family has for their future, the needs of the child/family and the services and people who will assist the family in getting those needs met. A 24-hour Crisis Plan for when the family may be experiencing a crisis is also included.

Strategies - The step by step methods on how to get a family's identified Needs met. For example: A strategy addresses who will do what, when and where (i.e., "James Smith, Johnny's Uncle, will take Johnny to basketball practice 5 times per week.").

Strength-Based Approach - Using the identified strengths of a person or family to help them get their Needs met.

Strengths - Positive characteristics, skills, interests or qualities that a person possesses.

Vision - A statement that guides the planning process that represents what the family sees for their future and a better life.

WRAPAROUND PROGRAM COMPONENT TERMS

Care Coordination (CC)- A Care Coordinator ensures that each youth and his/her family have someone to help them access mental health, educational, social services and community resources. The Care Coordinator acts as the resource coordinator for the youth and family and brings together the agencies and family supports needed to develop the plan of care. They ensure that the plan addresses the needs identified by the Child & Family Team and that the team follows the plan.

Care Coordinator Certification Training - The 50-hour training program that a Care Coordinator must complete within 6 months of being hired that certifies them to perform Care Coordination duties.

Child & Family Team (CFT) - The team of individuals identified by the youth and family who will work with them during their enrollment in the Wraparound Milwaukee program. This includes individuals the family will identify along with others such as the Care Coordinator, Child Welfare Worker or Probation Officer, Teachers, Therapists and other Mental Health Providers. The team should be composed of informal and formal members and people who will continue to support the family after disenrollment from the Wraparound program. The Child & Family Team should meet as frequently as needed, but no less than once per month.

Child & Family Team Meeting - A meeting of some or all of the identified members on the Child & Family Team.

Confirmation of Services Paid Form - A monthly statement that goes out to the parent or legal guardian that indicates the services that the family was authorized to receive, the services received, the vendor, the cost per unit of those services, the total amount paid to each vendor and the name of the person who provided the service.

Crisis Stabilization / Supervision Provider - A person who has the skills/training and relationship necessary to help someone in times of crisis and when they are in need of a high level of supervision within the community and at home.

Crisis Safety Plan - A plan made by the Child & Family Team that outlines the resources and steps necessary to help a person in times of crisis.

Disenrollment - The process of ending a child's and family's formal involvement with Wraparound Milwaukee.

Enrollment - The date that a child and family begin working with Wraparound Milwaukee.

High Risk Youth - Youth are designated as "high risk" within Wraparound if there is a history of sexual abuse or other issues that might require specialized attention and community safety planning to prevent harm.

Milwaukee Center for Independence (MCFI) - This is a private agency that has a contract with Wraparound Milwaukee to act as a fiscal intermediary for non-network, "informal/natural" support Providers. MCFI manages the payment to these individuals in addition to income tax provisions. A person hired as an MCFI provider is considered an employee of the family even though Wraparound Milwaukee provides the funds for the family to employ this person.

Mobile Urgent Treatment Team (MUTT) - A program component of Wraparound Milwaukee made up of trained staff prepared to help children and families of Milwaukee who are experiencing an emotional or behavioral crisis.

Partnership Council - A group of individuals composed of community, family and systems representatives, who may or may not provide direct services to children, and who have a vested interest in the welfare of children and system change. The group meets approximately once every two months. The group also serves as an advisory board to the Wraparound Milwaukee program.

Plan of Care Domain Review - The process that the Child & Family Team uses at every Plan of Care Meeting and at disenrollment to rate how well they feel the needs identified on the Plan of Care have been met.

Prior Authorization - The process of approving a service prior to that service being provided. Admission of a youth into a Residential Care Center, a Group Home, Day Treatment program, Inpatient Hospital, or an Independent Living Program requires prior authorization by Wraparound Milwaukee.

Provider - An individual or agency in either the Wraparound Integrated Provider Network or the MCFI Network who performs a service that has been authorized by the Care Coordinator and Child & Family Team.

Screeners - A person who assesses or evaluates a youth/family for the purpose of determining how appropriate the youth/family may be to receive Wraparound services.

Service Authorization Request (SAR) - A method used to request service(s) from a vendor that includes the name of the service, the number of units requested, the name of the person who should provide the requested service and the recipient of the service requested.

Synthesis - Synthesis is an internet-based program that Wraparound Milwaukee uses. Care Coordinators use Synthesis to write up a family's Plan of Care to request services for a youth/family and to complete their Progress Notes. The agencies providing services to your family use Synthesis to bill Wraparound for those services.

Wraparound Milwaukee - Wraparound Milwaukee is a publicly run, special managed care program, that offers care and support to families with children who have behavioral health and AODA needs.

Wraparound Milwaukee – REACH – A division of the Wraparound Milwaukee program. Youth/Families come into the program through self-referrals. All aspects of and services offered through the REACH program are similar to the Wraparound Milwaukee program.

Wraparound Provider Network (WPN) - A network of formal or paid agencies that provide a variety of community-based, culturally competent services to children and their families in order to integrate and/or maintain children in the least restrictive setting possible. Agencies or individuals must formally apply to enter into the WPN, are screened by program representatives, and are subject to ongoing monitoring.

Wraparound Milwaukee Youth Council – Group of Wraparound/REACH youth who under the support of Wraparound Milwaukee and other system partners, provide an opportunity/forum for youth to gather together, engage in positive activities, work cooperatively, conduct fundraising events to support the council and other causes, provide support and advocacy for each other, promote a healthy and productive lifestyle and provide feedback/suggestions to Wraparound Administration regarding program issues, ideas, etc., from the youth’s perspective.

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