



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

AUGUST 2011

From the Director...



First Annual Wraparound Day at the Zoo – A Big Success

The first annual Wraparound Day at the Zoo, held on Thursday, August 18, 2011, was a great success. I want to thank Brian McBride, Supervisor at St. Charles Youth & Family Services, and Ann Kelley-Kuehmichel, Supervisor at My Home, Your Home, for their efforts in organizing this event. Thanks also to Erin Rinderle from My Home, Your Home for coming up with the idea. This event would also not have been possible without the individual agency contributions.

Below is a list of the Care Coordinators, Supervisors and Leads who received certificates at the event, in recognition and appreciation of their 5 or more years of service with Wraparound Milwaukee:

- Patricia Preston – CC at St. Aemilian’s – 15 years.
- Theresa Dawson – CC at LaCausa – 14 years.
- Rob Bergeson – Sup. at Alternatives – 13 years.
- Tonia Smith – CC at LaCausa – 13 years.
- Carmen Cunningham – Sup. at Aurora – 11 years.
- Ann Kelley-Kuehmichel – Sup. at MHYH – 11 years.
- Kurt Maurer – Lead CC at Willowglen – 10 years.
- Juliette Haven – CC at Alternatives – 9 years.
- Aimee Smith – CC at LaCausa – 9 years.
- Leanne Delsart – Sup. at R-St. Aemilian’s – 9 years.
- Brian McBride – Sup. at St. Charles – 9 years.
- Justin Hutcherson – CC at AJA – 7 years.
- Tammy McShepard – CC at Alternatives – 7 years.
- Melinda Santoyo – CC at St. Aemilian’s – 7 years.
- Skyla Roper- Lead CC at AJA – 6 years.
- Caralee Hammerling – Lead CC at MHYH – 6 years.
- Kelly Barnes – Lead CC at St. Charles – 6 years.
- Michelle Zoerb – CC at MHYH – 5 years.
- Kimberlea Warren – Sup. at St. Aemilian’s – 5 years.
- Angela Harris – CC at St. Charles – 5 years.
- Jessica Zoch – Sup. at Willowglen – 5 years.

Bruce Kamradt, Director

Wraparound Success Story...

It is with great pleasure to write a success story for a young lady who enrolled in the Wraparound REACH program back in February 2010. The young

lady, Dana, was experiencing issues related to being separated from her biological mother for the past five years, as well as school related issues. Quickly we were able to get a team in place, which included Dana’s two uncles, a crisis stabilizer and a therapist. Initially the family was very skeptical of the REACH program due to having Dana and her adopted sisters removed from the home five years previously. The team was able to reassure the family that the goal of REACH was to keep the family together and find supports to help them heal.*

Shortly after enrolling, Dana had a problem at school, which resulted in her facing a possible expulsion. Dana’s mom and the team (including an education advocate) advocated for Dana to undergo an evaluation to determine if she would qualify for individualized education services. Dana was found to qualify for an IEP (Individualized Education Plan), which ultimately resulted in Dana being able to remain at her school.

Within a short amount of time, the family began to build trust with the program and the process. Dana soon began participating in individual therapy services, as she was not yet ready to take part in family sessions. The sessions focused on Dana processing through her emotions. This was a slow process, but Dana was gradually making progress and agreed to allow her mom to be a part of these sessions. As the sessions continued, the team began to see improved communications among family members, particularly Dana and her mom. Dana’s mom was also able to realize the importance of taking care of her own needs and was able to return to school for her GED and also began taking college courses as well.

The school year ended on a very positive note for Dana. At her annual IEP meeting, all of her teachers and other educational staff had wonderful things to say about Dana as a student and as a young lady. Dana and her mom recently enjoyed positive time with family and friends in the state of Texas. The family was very excited to be able to enjoy their first family vacation together in over five years. They also expressed their joy in regards to making progress in their family relationships.

(* Name changed for confidentiality.)

Submitted by REACH - LaCausa, Inc.



Mobile Crisis...

School is fast approaching, posing a big transitional challenge for youth. Transition can be especially more difficult for teens, as their brains are constantly changing and not quite equipped to keep emotions and impulses in check. According to the HIMH, in terms of sheer brain power, adolescents can match and even exceed adult capacity for learning. However, with less ability to manage behavior and emotions, sometimes teens need more help to make use of what they learn. Add to that, the trauma that impacts many of the youth we work with and you can see how it takes special strategies and supports to help them make good decisions.

Finally, we know how teens have uneven sleep cycles and can be up all hours, especially in summer. Most scientists agree that the changing and emerging adolescent brain requires sufficient rest to grow and function at its best. Studies have shown that poor sleep is strongly connected to depression, irritability and impulsiveness. A good night's sleep is essential to the overall health of teens. So, parents and caregivers, now is the time to get that routine restarted, just in time for school.

Dr. Chris Morano, Mobile Crisis Services Director

Quality Assurance...



Quality Assurance versus Quality Control

While the terms quality assurance and quality control are sometimes used interchangeably, the fact is that each term refers to specific functions within the overall process of managing the quality process within any type of business. While one is focused on the creation of that quality process, the other is focused on the management of that process, so that the stated goals of the business are realized. This is especially true in terms of how the company operates internally and how that operation ultimately results in the production of goods or services that meet the needs of consumers.

It is often helpful to think of quality assurance and quality control as being logical phases in the overall process of delivering services to consumers. Quality assurance begins with the definition of policies and procedures that govern the selection of raw materials for the manufacturing process. At the same time, this phase also has to do with the development of a logical production sequence that ensures the quality of the goods under product at each step within that sequence. Ongoing quality assurance includes the task of evaluating the existing operational structure, including

the raw materials (services) and determining if the process needs to be adjusted or adapted in order to improve the quality of the finished products (consumer satisfaction).

If you have any questions or suggestions, please feel free to give me a call at (414) 257-7608 or email me at pam.erdman@milwcnty.com.

Pamela Erdman, QA/QI Director



Quality Quote of the Month

*"A leader is one who knows the way,
goes the way and shows the way."*

- John C. Maxwell

Announcements...

Positive Recognition Awards

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

Francine Dixon – Dominion Behavioral Health Services, LLC

Nominated by Nathaniel Brown - Parent

"Francine listens to my family's needs and wants. She understands what we are going through. That's good!"

Kalombo Kadima – Human Development Center, Inc.

Nominated by Nathaniel Brown - Parent

"He does a real good job and my son complies with the program."

Mr. Nash & Sandy Blau – Heavenly Angels Daycare Center

Nominated by Maggie Brown - Parent

"Mr. Nash always saw that he was dropped off for his meeting and picked up on time and always at the center for recreation."

Jose Hernandez – LaCausa, Inc.

Nominated by Maggie Brown - Parent

"Jose was at meetings with us – provided applications for different programs."

Rita Samolyk – Children's Court Probation

Nominated by Maggie Brown - Parent

"Rita was very concerned about my son's outcome, always had something to say to him. She wanted to see his drawings."

Dave Anderson - LaCausa, Inc.

Nominated by Maggie Brown - Parent

"Dave has taken (my son) to SummerFest, bowling, shopping, movies, out to eat and also to the Library for books."

Thomas Dale – MD Therapy

Nominated by Shirley Trejo - Parent



“... he came into my grandson’s life and took hold of his life as if he was his son... got him to open up and talk about his feelings... I just want to thank Mr. Dale and everybody involved in our life, who worked to get us to loving one another and respecting each other.”

Andrew Lauric – Integrity Family Service

Nominated by Shirley Trejo - Parent

“I would like to acknowledge Andrew Lauric because he played an important role in my grandson’s life and I like him because he took the time to give his support to him. I would like to thank him for having such a kind heart.”

Juliette Haven – Alternatives in Psychological Consultation

Nominated by Lula Rogers - Parent

“...Juliette Haven has been working with me and my son for about 4 months now. She has helped me so much, I could not have done this without her help...”

Dave Anderson - LaCausa, Inc.

Nominated by Michelle Stoneburner – LaCausa, Inc.

“I would like to thank Dave Anderson for being reliable and consistent for the families that he works with. Dave does a great job at building relationships with his youth and he is a great support for the families.”

Upcoming Events...



SEPTEMBER 2011

- Sep. 1** Mgmt./Supervisors Meeting
8:15-10:15am @ St. Charles Youth & Family
- Sep. 1** High Risk Reviews
11:00-1:00pm WM – Room 253
- Sep. 1** Monthly Care Coordinator Mtg.
1:00-3:00pm CHP Auditorium
- Sep. 6** ARB Meetings
9:00-1:00pm WM – Room 253

- Sep. 7** QA Meeting
9:00-11:00am WM – Room 212
- Sep. 8** High Risk Reviews
11:00-1:00pm WM – Room 253
- Sep. 12** Site Visit
8:30-4:30pm WM – Room 253
- Sep. 13** Site Visit
8:30-1:30pm WM – Room 253
- Sep. 13** ARB Meetings
9:00-1:00pm WM – Room 212
- Sep. 14** Child Psych. Cons. – Parent
12:00-1:00pm WM – Room 253
- Sep. 14** Youth Council Meeting
4:00-5:00pm 9201 Watertown Plank Road
- Sep. 15** Mgmt./Supervisors Meeting
8:15-10:15am @ St. Charles Youth & Family
- Sep. 15** High Risk Reviews
11:00-1:00pm WM – Room 253
- Sep. 19** Provider Meeting
1:00-2:00pm @ St. Aemilian-Lakeside
- Sep. 20** ARB Meetings
9:00-1:00pm WM – Room 253
- Sep. 21** Youth Council – StoneFire Pizza
TBA
- Sep. 22** High Risk Reviews
11:00-1:00pm WM – Room 253
- Sep. 28** New Vendor Orientation
8:00-12:00pm WM – Room 212
- Sep. 28** Child Psych. Cons. – R-LaCausa
12:00-1:00pm WM – Room 253
- Sep. 28** Youth Council Meeting
4:00-5:00pm 9201 Watertown Plank Road
- Sep. 29** High Risk Reviews
11:00-1:00pm WM – Room 253

Editor
Debra Jansen, Consumer Relations Coordinator - (414) 257-6532.
For more information on Wraparound Milwaukee, go to our Website at www.county.milwaukee.gov and search using the keywords “Wraparound Milwaukee”.



Greater Milwaukee Major Events



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|-----------|-----------------------------------|---------------------------|----------------|
| 9/1-9/4 | Milwaukee Rally | Various Dealerships | (800) 554-1448 |
| 9/6-9/25 | Oktoberfest Weekends | Heidelberg Park | (414) 462-9147 |
| 9/9-9/10 | TosaFest | City of Wauwatosa | (414) 453-2330 |
| 9/9-9/11 | Indian Summer Festival | Henry Maier Festival Park | (414) 604-1000 |
| 9/9-9/11 | Wisconsin Sheep & Wool Festival | Jefferson Fair Park | (608) 868-2505 |
| 9/10-9/11 | Frank Mots Intl. Kite Festival | Veterans Park | (414) 305-3145 |
| 9/17 | Milwaukee River Challenge | Pere Marquette Park/River | (414) 283-9798 |
| 9/17-9/18 | Cedarburg Wine & Harvest Festival | Historic Cedarburg | (800) 237-2874 |
| 9/23-9/25 | Harvest Fair/World Beef Expo | Wisconsin State Fair Park | (414) 266-7000 |

