



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

JANUARY 2012

From the Director...



Keeping the Memory of Owen Felix with Us

As most of you are aware, we recently lost a colleague and good friend, Owen Felix. Owen, Program Coordinator for Project O'YEAH, passed away on December 19, 2011, after a short but courageous battle with pancreatic cancer. Owen worked for Wraparound Milwaukee for over 14 years as a Human Service Supervisor, Court Liaison and then became the first Program Coordinator for the Healthy Transitions Initiative and federal grant project we call Project O'YEAH.

In his memory, we are planning to name the Project O'YEAH Clubhouse "Owen's Place". The Clubhouse provides support and recreation to youth and young adults with serious emotional needs, who are making the difficult transition to adulthood. The Clubhouse is an important component of Project O'YEAH, which Owen helped us launch last year.

We are in the process of ordering a sign and commemorative plaque for the Clubhouse entrance and, when those are completed, we plan to have a dedication for staff and Owen's family. We will keep everyone up to date through email when the dedication will be held.

MetaStar, Inc., Completes Regulatory Compliance Audit of Wraparound Milwaukee

MetaStar, Inc., compliance auditor for the Wisconsin Medicaid Program completed their 2012 Compliance Audit of the Wraparound Milwaukee Special managed Care entity on January 10th and 11th. This audit determines whether or not Wraparound Milwaukee retains its certification to operate its program for the next two years. The audit really has two parts; one full day is spent on a review of the Information Systems Capability Assessment (ISCA) and the other part is covering areas around Quality Assurance and Quality Improvement, but one that also looks at the adequacy and monitoring of services in the Provider Network, Credentialing of Providers and Service Authorization procedures.

The MetaStar team conducted an exit summation meeting with the Wraparound Management Team on the 11th. Comments by the MetaStar team were

were very favorable and, pending the final report (expected around January 30, 2012), there appear to be no standards of major non-compliance. While we anticipate some recommendations from the report, these appear to be items that result more from the unique type of HMO model we operate and the difficulty in applying certain standards that better fit traditional HMO's.

Many thanks to Pam Erdman, QA/QI Director, for the outstanding job she did getting us prepared, coordinating the schedule of participants and getting all of the documentation together that was required by MetaStar. To all Management staff, Care Coordinators, Supervisors and Margaret Jefferson from Families United, who participated in the audit, a sincere thank you for your contributions.

State will not Remove 53,000 Adults from Medicaid

The State Department of Health has decided not to cut back on eligibility for the Wisconsin Medicaid program, which would have affected 53,000 adults. The Governor's budget repair bill would have removed non-pregnant, non-disabled adults who make more than 133 percent of the federal poverty level.

This is positive for REACH families, whose BadgerCare Plus eligibility might have been eliminated under proposed changes in the State's Medicaid program.

The State's Medicaid budget deficit is \$300 million less than originally thought, which made the State's decision easier and was also made in light of what changes the Center for Medicaid Services would approve. The announcement also came a week after the Department of Health and Human Services announced that the State of Wisconsin was receiving a \$245 million bonus for meeting targeted enrollment increases for Medicaid eligible children.

Bruce Kamradt, Director

Wraparound Success Story...

Joseph started Wraparound as a very angry and detached 8-year-old, who had been in countless placements, from inpatient hospitalization to a residential facility to shelters to numerous foster homes. His mother had difficulty being able to look*



after him due to her own struggles and issues, and she slowly became less involved in his life. Despite many efforts from others to help her get back on track, she eventually moved to Tennessee after she lost her parental rights. His mother's absence added to Joseph's emotional and behavioral challenges, resulting in numerous police contacts, with suicidal thinking and serious self-harming behaviors.

By the time he was enrolled in Wraparound Milwaukee, there was a strong push from the system to place Joseph back in a residential facility due to the seriousness of his behavior issues. Although this would have been a quick and easy fix, there was concern that if Joseph were to be placed in such a setting, he would end up stuck there for a very long time and would become "institutionalized". And, like all kids, it was obvious that he needed to be part of a family. A couple of months into the Wraparound program, following a thorough search for a relative or foster parent who was willing to give Joseph a chance despite all of his misbehaviors, Ms. O. stepped up and welcomed Joseph lovingly into her home. It did not start out well in the foster home. The serious behaviors persisted for several months, but with patience and dedication from his foster mother, along with hard work and persistence from the rest of the Wraparound Team, Ms. O. was able to "weather the storm". Many informal supports were utilized and brought in to support Joseph's placement, including Ms. O's granddaughter, as well as other adoptive children of Ms. O's who were grown adults, who often stopped by to give advice and guidance to Joseph.

After settling into his foster placement, Joseph progressed from being in the most restrictive placement at school to being in regular education classes for two-thirds of his day. He is now at grade level for reading and writing. He had the highest GPA in his class and was honored at a banquet for his academic achievements. He also consistently attends an after-school program every day.

The same child who started Wraparound as an angry, detached child with low self-esteem, who avoided eye contact with others, is now a much different child. Joseph engages more fully with others, giving and receiving hugs and eye contact, and having more confidence, pride, and a better outlook on life. And, Ms. O., who Joseph had been calling "Grandma" for the last three years while in foster care, now has the honor of being named his mother, due to his adoption.

(*Names changed for confidentiality.)

Submitted by Willowglen Community Care



Mobile Crisis...

In December and January, Families United and I participated on a local youth mental health committee, comprised of numerous agencies that are planning a youth summit conference. The focus of the conference will be two-fold; helping youth obtain the supports and strategies they need to achieve, and reducing the stigma of mental illness. The conference will take place on Thursday, May 3, 2012, with a half-day on Friday, May 4, 2012. Youth participation and involvement will be most important, and youth are invited to attend. The event will take place at Serb Hall and further details will be made available in the next few weeks.

Dr. Chris Morano, Mobile Crisis Services Director

Finance ...



Invoicing Guidelines Review

Happy New Year to All! We would like to take this time to review with our service Providers the guidelines around submitting invoices for payment. It is our goal to pay Providers for services rendered in a timely manner. With this in mind, please remember that all invoices are due to Wraparound Milwaukee no later than 60 days from the last day of the month in which the service was provided. We continually work with our Care Coordinators to ensure that all service authorizations are entered quickly so our Providers can invoice within the 60 day time frame. If a Provider cannot reach a Care Coordinator about getting an authorization entered, please contact their Supervisor. Providers can also contact the Wraparound Milwaukee Finance Office at (414) 257-7597, if further clarification or direction is needed related to a service authorization. Please be aware that we will be closing out our 2011 fiscal year on February 29, 2012. With this in mind, please ensure that any invoices for December 2011 services are submitted no later than February 29, 2012, as invoices received after this date will not be paid.

Lastly, we would like to remind our Providers that effective the week of February 5, 2012, we will be processing payments on Tuesday mornings instead of Wednesday mornings.

Janet Friedman, Finance Coordinator

Announcements...

Positive Recognition Awards

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



Gloria Godfrey – Children’s Court - Probation

Nominated by Melissa Glass – My Home, Your Home
“For coming to meetings after hours and being respectful of Deshawna’s family and their time!”

Melissa Monsoor – Children’s Court - Probation

Nominated by Melissa Glass – My Home, Your Home
“For recognizing the importance of sports and providing Vell support/encouragement to play sports!”

Jervel Lott – Youth

Nominated by Melissa Glass – My Home, Your Home
“For getting all A’s and B’s on your report card!”

Laurie Grayson – Children’s Court - Probation

Nominated by Melissa Glass – My Home, Your Home
“For always being available when Keonte and family needs you and never giving up hope!”

Marcedes Porter – Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For being patient, caring and listening to Tre and his family!”

Shenece Ollenburg – Parent

Nominated by Melissa Glass – My Home, Your Home
“For advocating for what your family needs and never giving up!”

Dr. Hale & Tammy – Hale Richlen Center

Nominated by Melissa Glass – My Home, Your Home
“For scheduling/rescheduling appointments and being the easiest people to work with!”

Renee Shaffer – Parent

Nominated by Melissa Glass – My Home, Your Home
“For never leaving Allie’s side when your beautiful grandson was being born!”

Abigail Calvert – Youth

Nominated by Melissa Glass – My Home, Your Home
“For staying put when leaving would have been easier!”

Paula Bynum – Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For her efforts in ensuring Abigail is safe!”

Sharon Mays - Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For working hard to ensure Nico and his family have sustainable care!”

Nicolas Calzada – Youth

Nominated by Melissa Glass – My Home, Your Home
“For taking your medication, seeing your providers and continuing to do what needs to be done so you can be a success!”

David Hagenson – Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For being persistent and going above and beyond to ensure Shawn and his family have the resources they need to reunite!”

Susie Ward – Children’s Court - Probation

Nominated by Melissa Glass – My Home, Your Home
“For giving Shamecia the chance to show us she can be a success!”

Rebecca Carrol – Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For helping Sierra maintain contact with her family!”

Miranda Amerling – Milwaukee Academy

Nominated by Melissa Glass – My Home, Your Home
“For ensuring that family therapy is happening and Sierra has consistent contact with her family!”

Deana Husier – Bureau of Milwaukee Child Welfare

Nominated by Melissa Glass – My Home, Your Home
“For working hard even when she was ill to ensure Allie and the baby were safe!”

Family Works

Nominated by Melissa Glass – My Home, Your Home
“For having great staff and treatment foster parents who make having youth out of home easier!”

Sherman Henderson – Alternatives in Psychological Consultation

Nominated by Melissa Glass – My Home, Your Home
“For helping Shawn to try new things!”

Ann Kelley-Kuehmichel & Anna VonRueden – My Home, Your Home

Nominated by Melissa Glass – My Home, Your Home
“For always taking time to get to know the families their staff work with and helping to ensure community-based plans are developed for those families!”

Dave Anderson – LaCausa

Nominated by Michelle Stoneburner – REACH – LaCausa

“Thank you for all of the hard work that you do with the families that you serve. I often receive positive feedback from the youth, family and schools regarding the support that you provide.”

Carmen Cunningham – Aurora Family Service

Nominated by Natasha Ely – Parent
“Carmen is great, wonderful, very dedicated to her job. She has helped our family through a very hard situation... I thank her with all of my heart and so does our family.”

Kristina Langenkamp – Aurora Family Service

Nominated by Natasha Ely – Parent
“Kristina is very dedicated to her job and is wonderful to our family... She’s always there no matter what the situation is. We have a huge amount of respect for her and love her dearly.”

Kathy Frank – Integrative Solutions

Nominated by Natasha Ely – Parent
“Kathy Frank is an amazing woman. She has supported our family 1001 and has taught us a lot through family



therapy. She has gone above and beyond her job duties to ensure our family is successful and doing well. We love her dearly and thank her for everything.”

Paul Lewis – REACH – LaCausa, Inc.

Nominated by Mark Maline – Parent

“Paul always took a sincere interest in my son and my son’s challenges.”

Robert Rockey – Northshore Clinic

Nominated by Gina Guzman – Parent

“Northshore Clinic is available when needed at all times Robert Rockey takes the time to listen and understand the needs and problems Cruz has... Even though Cruz is Robert’s patient, he has family sessions where we can express our concerns. Great job Bob!!”

Mike Dale – MD Therapy

Nominated by Latoya Ellis – Parent

“Very good relationship with my son, very understand, very nice and friendly.”

Jonathan Spruill – Integrity Family Services

Nominated by Natasha Ely – Parent

“Very patient, understanding and caring. Makes all appointments and is available every time someone calls. Good relationship with my son – very respectful and friendly.”

Nichole Drummond – REACH – AJA Counseling Center

Nominated by Latoya Ellis – Parent

“She always calls to check on Tyler, very friendly and nice, punctual and respectful. Very nice person to work with and very understanding – meets all appointment times.” ☺

Upcoming Events...



FEBRUARY 2012

Feb. 1 Centralized QA Meeting

9:00-11:00am WM – Room 212

Feb. 2 Mgmt./Supervisors Meeting

9:00-11:00am “Cancelled”

Feb. 2 New Vendor Orientation

9:00-12:00pm WM – Room 212

Feb. 2 Sups/Leads ReCert Trg. – Part 2

9:00-3:00pm WM – Room 416

Feb. 2 Com. Safety/Resource Dev. Consults

11:00-1:00pm WM – Room 253

Feb. 2 Monthly Care Coordinator Mtg.

1:00-3:00pm Re-Scheduled for February 24th.

Feb. 7 ARB Meetings

9:00-1:00pm WM – Room 253

Feb. 8 Child Psych. Cons. – Willowglen

12:00-1:00pm WM – Room 253

Feb. 9 Com. Safety/Resource Dev. Consults

11:00-1:00pm WM – Room 253

Feb. 9 Youth Council Meeting

5:00-6:00pm St. Charles Youth & Family Svcs.

Feb. 14 ARB Meetings

9:00-1:00pm WM – Room 212

Feb. 16 Mgmt./Supervisors Meeting

9:00-11:00am @ St. Charles Youth & Family

Feb. 16 Com. Safety/Resource Dev. Consults

11:00-1:00pm WM – Room 253

Feb. 16 Youth Council Event-Roller Skating

Time and Location TBD

Feb. 21 ARB Meetings

9:00-1:00pm WM – Room 212

Feb. 22 Child Psych. Cons. – R-AJA

12:00-1:00pm WM – Room 253

Feb. 23 Com. Safety/Resource Dev. Consults

11:00-1:00pm WM – Room 253

Feb. 24 Provider Training

8:00-3:00pm WM – Room 416

Feb. 25 FAMILY ORIENTATION

11:00-12:30pm WM – Room 416

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

| | | | |
|-----------|----------------------------------|--------------------------|----------------|
| 1/20-1/21 | Gallery Night and Day | Downtown Milwaukee | (414) 273-1173 |
| 1/21-1/22 | JOY Publications Wedding Planner | Frontier Airlines Center | (414) 908-6001 |
| 2/4-2/5 | Cedarburg Winter Festival | Hist. Downtown Cedarburg | (800) 237-2874 |
| 2/21-2/26 | Tripoli Shrine Circus | U.S. Cellular Arena | (414) 908-6001 |
| 2/25-3/4 | Greater Milwaukee Auto Show | Frontier Airlines Center | (414) 908-6001 |

