



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

JULY/AUGUST 2012

From the Director...



Wraparound Milwaukee's MUTT Team present at Sikh Temple Tragedy

I would like to acknowledge Dr. Steve Dykstra and Rick L'Amie from our Mobile Urgent Treatment Team (MUTT) who were present with other Behavioral Health Division (BHD) adult and mobile crisis staff to help coordinate efforts with the Red Cross for on-scene support to people evacuated from the Sikh Temple tragedy a few weeks ago, in addition to family and friends. As pointed out in the BHD Newsletter, team members demonstrated exemplary dedication and professionalism under some incredibly difficult circumstances, and our team was there for over eight hours following the tragic shooting at the Sikh Temple. MUTT and the adult BHD crisis team will continue to be a resource to families as needed over time.

Again, thanks to Steve and Rick for being there and helping out in any way they could.

Wraparound Milwaukee Presents at this Year's Georgetown University Training Institutes

Wraparound Milwaukee was well represented at the Georgetown University Training Institutes in Orlando, Florida, July 25-29, 2012. The Training Institutes are the largest meeting held in the U.S. on children's mental health and systems of care, and had over 2,200 attendees this year. The Training Institutes focus on providing workshops, institutes and special sessions on innovative approaches and lessons learned from existing systems of care, like Wraparound Milwaukee, to guide other states and communities to improve children's mental health delivery in the U.S.

Mary Jo Meyers, Margaret Jefferson from Families United and I presented two workshops on "Operationalizing a System of Care: A Curriculum and Toolkit". We presented an overview of the curriculum and "toolkit" developed by Wraparound Milwaukee and Georgetown University to assist communities in developing their own local system of care. This was part of the curriculum Wraparound Milwaukee developed and presented at the Wingspread Conference in October 2011.

Steve Gilbertson and Pnina Goldfarb presented a targeted workshop on developing "Strategies for Serving High-Risk Children and Youth". This institute highlighted Wraparound Milwaukee's experience and evaluation of the approaches developed by us to serve families affected by youth who have been harmful to others, particularly around juvenile sex offenders.

Additionally, Brian McBride represented Wraparound Milwaukee by attending sessions and meetings held on the Healthy Transition Initiatives (HTI). Brian also had the opportunity to present a new curriculum and approach for using Wraparound for transition age youth called Individualized Tailored Planning (ITP). It was well received by the other seven states currently receiving similar federal funding for their HTI projects. Written by Mary Jo Meyers and Brian McBride, this model remains in Draft format while we continue to learn from this population what works best.

For anyone interested, the PowerPoints for these presentations are available by calling the Wraparound Milwaukee Administration Office at (414) 257-7639.

Bruce Kamradt, Director

Wraparound Success Story...

Herbert was introduced to Wraparound Milwaukee in March 2011 due to some serious emotional challenges and after struggling to make the right decisions in the community. At the time he lacked concrete goals for himself and was having a hard time seeing a positive future. Based on the active involvement of his grandmother, Ms. Ann*, when initially enrolled in Wraparound Milwaukee, he remained at home. Unfortunately, after only two weeks, Herbert was moved to a Milwaukee based residential care facility due to new legal issues. While Herbert was focusing on his treatment needs, Ms. Ann facilitated the family's move to more affordable housing in a safer neighborhood. She wanted Herbert and his younger brother to feel secure and stable in their*





Youth Council ...

home environment. This new area offered easy access to local libraries, parks, and community centers.

When Herbert was able to return home, Ann worked hard to get him connected to these resources in the community, as well as encouraged him to spend time with positive family members. She also networked with other family members and friends to make sure that Herbert was supervised by positive adults when outside of the family home. Herbert was able to complete the second school semester in Milwaukee, and received all of his credits for his course work. He plans to continue working with Project O'YEAH after leaving Wraparound Milwaukee, as he feels the ongoing support will help him transition to adulthood. Herbert is now committed to graduating from high school, and sees a positive future for himself and his family. Through hard work and never giving up, Herbert and Ann have been able to remain unified in their desire to be a family that loves and supports one another.

Ms. Ann, who Families United is very proud and honored to have participating in their program, spoke very positively about her involvement with Wraparound, saying that the team "gave me a lot of positive outlook on my grandson's life, and I would highly recommend Wraparound to anybody that's having the types of problems my grandson was having." Her level of commitment never changed despite her grandson's behavior, "I always told him that I love him and I'm there for him. I told him nothing will stop him from finishing school and I tell him the more you learn the more you earn. I keep him thinking positively about his future and I continue to encourage him through the ups and downs in his life. I tell him don't get caught up in all the negativity around him." Her prospects for her grandson's future are bright, "I remind him that whatever happens, we're gonna work it out. I try to teach him values in life because I want the best for him and I want to see him out here enjoying life."

(*Names changed for confidentiality.)

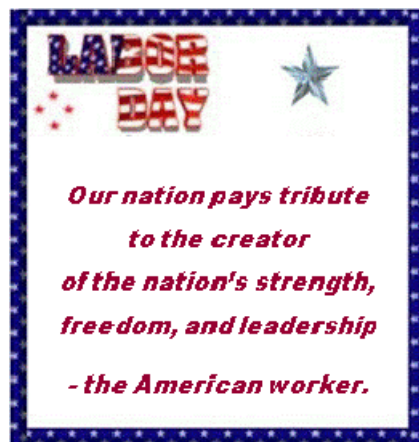
Submitted by LaCausa, Inc.

Talent Show a Great Success

Over the summer the Wraparound Milwaukee Youth Council held their 3rd Annual Talent Show. With 22 performances and over 25 performers, this year's show was a huge success. Over 300 people were present to watch performances that included singing, rapping, spoken word, poetry and dancing. All of the youth involved were committed to weekly practices for the two months leading up to the show. Youth also had the opportunity to participate in creating artwork that was put on display during the Talent Show and auctioned off throughout the night. Youth spent months creating their masterpieces that were eventually framed and sold at the Talent Show.

Finally, over 50 youth participated in painting individual cubes for the "Block" – a new welcome structure that is displayed outside the entrance to the Wraparound Milwaukee Administration offices. The 170 hand-painted blocks represent community, diversity, future and strength. This was a coordinated event and many people contributed their talents to ensure that this was a wonderful evening that showcased the wonderful talents of our youth. Thank you to all who contributed and attended!

Brian McBride, O'YEAH Program Coordinator



Mobile Crisis...

In July, as part of our Crisis Stabilization service oversight, Dr. Steve Dykstra offered training to LaCausa crisis stabilizers on youth mental health issues and strategies to address them. Several MUTT team members also met with FreshStart foster parents and discussed some of the ways to work effectively with youth with challenging behaviors in foster care,



especially when the youth are first placed. I had the opportunity to address Southwest Key directors and staff at their quarterly meeting in August about Wraparound Milwaukee in general, along with crisis intervention in particular.

The MUTT Treatment Foster Care (MUTT-TFC) team remains available to talk with foster parents on how to help youth make the adjustments to out-of-home placement. MUTT will also be part of a county-wide Resource Fair held at the Courthouse in September.

With school fast approaching, and already here for some, it's important for parents and other caregivers to remember a few strategies when caring for children. Try to re-establish routine at least a few days before school starts. Younger children, like those in kindergarten for the first time, may really struggle with separation. Children a little older may be challenged academically for the first time, causing stress. High school youth may desperately want to fit in and act differently than you've ever seen them. As the experts in your children's lives, you know them best, so try to fit your support and strategies to meet their special needs this time of year. Give them a little slack while they get back into it. And remember to take care of yourself – caregivers need support in transition times too!

Dr. Chris Morano, Mobile Crisis Services Director



Program News ...

Annual Summer Picnic brings Families and Staff Together

The Annual Summer Picnic was held again at Lincoln Park, with over 500 Care Coordinators, family members and youth present. There were games, music and activities for everyone to participate in. This year, the St. Charles Youth Employment Services program (Y.E.S.) prepared and served the food to all of the guests. The youth of the YES program did an outstanding job, as everyone that attended commented that the event looked like it had been professionally catered; a true testament to the values and goals of the YES program. Thank you to all of the care coordination agencies, Families United and everyone else that made this event possible.

Appreciation Event held at Zoo

In August, the 2nd Annual Care Coordinator Appreciation Day was held during the Milwaukee County Zoo Ala Carte. This was an opportunity for agencies to thank care coordinators for their dedication and commitment to the work they do with the families enrolled in Wraparound Milwaukee. Care Coordinators and Wraparound administration staff got the opportunity to enjoy and interact with family, friends and coworkers outside of work and take in all that the Zoo offers. A special thank you goes out to Ann Kelley-Kuehmichel for her leadership and efforts to coordinate this outstanding event. It was a wonderful day and we thank all that attended.

Brian McBride, O'YEAH Program Coordinator

Provider Network...

Provider Performance Measures Update

Provider Agency scorecards are now available in Synthesis to empower families and increase choice in the selection of Providers. Currently, families and Care Coordinators can review agency performance in highly utilized services by looking at satisfaction and audit scores. Additional measures will report agency performance in a variety of important areas, including compliance history, client safety and following Wraparound policies.

We all need to please remind families that their opinion matters! When they receive a Provider Satisfaction Survey in the mail, this is an important opportunity to make their voices heard. This information will become part of the agency's performance score and will allow family experiences to help others.

Wes Albinger, Provider Network Coordinator

Announcements...

Positive Recognition Awards

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

Shirley Fishman – Special Education Liaison

Nominated by Chris Shafer - Special Education Liaison
"Shirley has dedicated her career to helping students with special needs. Her expertise is crucial to ensuring the best education plans we can for our youth. Shirley is always willing to go the extra mile to ensure positive plans and outcomes for our Wraparound families in school. We are very fortunate to have Shirley on the Wraparound team. Thank you, Shirley."



Laverne Lund – Special Education Liaison

Nominated by Chris Shafer - Special Education Liaison
“Laverne is an expert in her field, who shows great compassion for the needs of our youth. Her dedication to getting the best education she can for the youth she serves is a rare and precious thing. We at Wraparound are very fortunate to have her on our team. Thank you, Laverne.”

Larry Spence – Sebastian Family Psychology

Nominated by Dion Austin-Martin - Parent
“This Provider was very patient with my child, very understanding of his needs and our needs as a whole. Offered much knowledge and suggestions to better our circumstances. My son was comfortable talking to him and expressing himself. Mr. Spence is a positive figure in his life and I am very grateful. ☺”

Rachel Schmidt – St.Charles Youth & Family Services

Nominated by Byron Klein - Parent
“Rachel has been very supportive of Emile. Assisting him with lots of classes... She really stepped in when the supposed Mentor failed (did not show up as he said he would – didn’t return calls). She has really helped our family. She goes beyond what she should do.”

Lynn Delahan – Discovery and Recovery

Nominated by Marlene Soyk - Parent
“Lynn is a pleasure to work with. She seems to enjoy us (dogs too!) as much as we enjoy working with her. Not everyone can get the kids to talk with them, but the kids look forward to her visits.”

Jessica Osinski – Association of Mental Health Consultants

Nominated by Marlene Soyk – Parent
“Jessica has been wonderful to work with. Derrick likes her because of how she relates to him and because he says she’s pretty. His prior therapist saw him for over a year with no progress. Even though progress is slow, Jessica is at least making progress. She is attentive to my needs as well as Derrick’s and is very creative in finding new ways to get him to cooperate/participate.”

Nichole Drummond – REACH-AJA Counseling Center

Nominated by Gina Guzman - Parent
“Nichole has always gone above and beyond in assisting my son and our family. My son has been in the program nearly 2 years and we continue to see areas of my son we need to work on, but Nichole has not given up and continually has different resources. She is an asset to my family and more so your company.”

Michael Farr – Integrity Family Services

Nominated by Deanna Alexander - Parent
“Michael Farr is an excellent crisis stabilizer to DeAaron, and he’s also a good fit for our family. He

goes the extra mile and does it with a smile. I would like to recognize Michael as an excellent worker who genuinely cares about kids and does his work with care and from the heart. He wants the best for everyone involved.”

Pam Fleider – Alternatives in Psychological Consultation

Nominated by Alternatives in Psychological Consultation Staff/Chris Stelzer
“APC staff would like to recognize and thank Pam Fleider, our Executive Director, for her tireless leadership and support! Pam is a true leader for not only our agency, but in our community as well. Most of all, thanks for being such an awesome role model to all of us.”

Taylor Fettig – REACH-LaCausa, Inc.

Nominated by Luciana Gonzalez – LaCausa, Inc.
“Taylor has consistently worked collaboratively with all team members in a difficult situation and ensures that at all times are well informed and supported. Taylor is readily available and responsive and willing to go above and beyond her responsibilities to best serve her families!!!”

Scott Carpenter – St.Charles - Y.E.S. Program

Nominated by Rob Bergeson – Alternatives in Psychological Consultation
“The entire YES team provided a flawless picnic experience to the families of Wraparound. Their ability to constantly adjust to the flow of the crowd displayed their commitment to ensuring a successful experience for all. Thank you very much.”

Henry Stern – Willowglen Community Care

Nominated by LaQueisha Grice – Parent
“Henry provides positive feedback and keeps me updated with Joseph’s well being.”

Francine Dixon - Dominion Behavioral Health Services

Nominated by Lannyce Butcher – Parent
“She is very polite, understanding, respectful and she is a no nonsense person. She has a sweet disposition about herself.”

Raegan Jackson – REACH-St. Aemilian-Lakeside

Nominated by Yvonne Hurn – Parent
“Because Raegan directed me to all the right people that my daughter needed for every issue that she had!”

Mary Poch – Alternatives in Psychological Consultation

Nominated by Jane McCormick – Parent
“Throughout all the years of searching for services to help my son, this is the first time that a service has been provided to help me, as the parent. I am so thankful for Mary Poch’s support, advice, dependability, kindness and expertise in helping me navigate life with a child



with special needs, after the death of my husband. Mary is a blessing to our family. Thank you, Mary!”

Cynthia Noffsinger – Provider

Nominated by Jane McCormick – Parent

“Cindy has been able to connect with our family quickly. She handles issues with compassion, firmness and a sense of humor. That is appreciated. We’re thankful to have her on the team. A real professional!”

Elias Sepulveda – Integrity Family Services

Nominated by Jane McCormick – Parent

“Elias Sepulveda has developed a close relationship with our son; which many have been unable to establish. He is responsive to our family’s needs; sensitive, helpful. We appreciate the support that Elias provides. Thank you!”

Martin Hernandez – Alternatives in Psychological Consultation

Nominated by Glenda Miller – Parent

“Martin is kind-hearted.”

Penny Fishler – MCFI

Nominated by Camila Leffel – Parent

“Penny is a very caring soul who genuinely cares to share her expertise to ensure that parents know they are valued, are worthy and can get through even the tough times. Thanks, Penny, for your support!”

Craig Stone – New Horizons

Nominated by Camila Leffel – Parent

“Craig Rocks! He has been a lifesaver when I have just needed my son to calm down or talk with someone other than me and be a back-up. He gives sound advice as the father of sons. My son’s learning to trust a male after his dad left is invaluable!! Thank you and God Bless!”



National Boss's Day – October 16th

Upcoming Events...

SEPTEMBER 2012

- Sep. 3** **LABOR DAY**
WM Offices Closed
- Sep. 4** **ARB Meetings**
9:00-1:00pm WM – Room 253

- Sep. 5** **Centralized QA Meeting**
9:00-11:00am WM – Room 212
- Sep. 6** **Mgmt./Supervisors Meeting**
9:00-11:00am @ St. Charles Youth & Family Svcs.
- Sep. 6** **Com. Safety/Resource Dev. Consults**
11:00-1:00pm WM – Room 253
- Sep. 6** **Monthly Care Coordinator Mtg.**
1:00-3:00pm CHP Auditorium
- Sep. 11** **Youth Council Meeting**
5:00-6:00pm Owen’s Place / Clubhouse
- Sep. 13** **ReCert. Trg. Committee Meeting**
9:00-10:00 WM – Room 253
- Sep. 13** **Com. Safety/Resource Dev. Consults**
11:00-1:00pm WM – Room 253
- Sep. 17** **ReCert. Preparation Meeting**
9:00-11:00 WM – Room 416
- Sep. 17** **Provider Meeting**
1:00-2:00pm @ St. Aemilian-Lakeside
- Sep. 18** **ARB Meetings**
9:00-1:00pm WM – Room 253
- Sep. 20** **Mgmt./Supervisors Meeting**
9:00-11:00am @ St. Charles Youth & Family
- Sep. 20** **Com. Safety/Resource Dev. Consults**
11:00-1:00pm WM – Room 253
- Sep. 21** **Provider Training**
8:00-12:00pm WM – Room 416
- Sep. 24** **Youth Council Laser Tag Event**
2:00-4:00pm TBD
- Sep. 25** **FOCUS Collaborative Meeting**
WM – Room 416
- Sep. 25** **Youth Council Meeting**
5:00-6:00pm Owen’s Place / Clubhouse
- Sep. 26** **Child Psych. Cons. – R-LaCausa**
12:00-1:00pm WM – Room 253
- Sep. 27** **Com. Safety/Resource Dev. Consults**
11:00-1:00pm WM – Room 253

OCTOBER 2012

- Oct. 1** **Trauma Informed Care Trg. – Part 3**
12:30-4:30pm WM – Room 416
- Oct. 2** **ARB Meetings**
9:00-1:00pm WM – Room 253
- Oct. 3** **Centralized QA Meeting**
9:00-11:00am WM – Room 212
- Oct. 4** **Mgmt./Supervisors Meeting**
9:00-11:00am @ St. Charles Youth & Family Svcs.
- Oct. 4** **Com. Safety/Resource Dev. Consults**
11:00-1:00pm WM – Room 253
- Oct. 4** **Monthly Care Coordinator Inservice**
1:00-3:00pm CHP Auditorium
- Oct. 8** **QA/QI Executive Committee Mtg.**
10:00-12:00pm WM – Room 212



Oct. 8 Youth Council Meeting
 5:00-6:00pm Owen's Place / Clubhouse

Oct. 9 ARB Meetings
 9:00-1:00pm WM – Room 253

Oct. 9 Synthesis Training
 9:00-11:00am WM – Room 212

Oct. 10 Child Psych. Cons. – MHYH
 12:00-1:00pm WM – Room 253

Oct. 11 Com. Safety/Resource Dev. Consults
 11:00-1:00pm WM – Room 253

Oct. 12 Synthesis Training
 9:00-11:00am WM – Room 212

Oct. 13 FAMILY ORIENTATION
 11:00-12:30pm WM – Room 416

Oct. 16 ARB Meetings
 9:00-1:00pm WM – Room 253

Oct. 17 Partnership Council Meeting
 11:30-2:30pm WM – Room 212

Oct. 18 Mgmt./Supervisors Meeting
 9:00-11:00am @ St. Charles Youth & Family Svcs.

Oct. 18 Com. Safety/Resource Dev. Consults
 11:00-1:00pm WM – Room 253

Oct. 19 Provider Training
 8:00-3:00pm WM – Room 416

Oct. 22 Youth Council Meeting
 5:00-6:00pm Owen's Place / Clubhouse

Oct. 24 Child Psych. Cons. – R-AJA
 12:00-1:00pm WM – Room 253

Oct. 25 Com. Safety/Resource Dev. Consults
 11:00-1:00pm WM – Room 253

Oct. 29 Trauma Informed Care Trg. – Part 4
 12:30-4:30pm WM – Room 416

Oct. 30 FOCUS Collaborative Meeting
 WM – Room 416

Oct. 31 HALLOWEEN

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

8/30-9/2	Milwaukee Rally	Various Milw. Dealerships	(800) 554-1448
9/7-9/9	Indian Summer Festival	Henry Maier Festival Park	(414) 604-1000
9/7-9/29	Oktoberfest Weekends	Heidelberg Park	(414) 462-9147
9/7-9/8	TosaFest	City of Wauwatosa	(414) 453-2330
9/8-9/9	Frank Mots Intrntl. Kite Festival	Veterans Park	(414) 273-5483
9/15-9/16	Cedarburg Wine/Harvest Festival	Downtown Cedarburg	(800) 237-2874
9/22	Milwaukee River Challenge	Pere Marquette Park/River	(414) 283-9798
TBA	Milwaukee film Festival	Various venues	(414) 755-1965
9/28-9/30	Harvest Fair/World Beef Expo	Wisconsin State Fair Park	(414) 291-2647
10/7	Milwaukee's Lakefront Marathon	Grafton to Milw. Lakefront	(414) 291-2647
10/19-10/20	Gallery Night and Day	Downtown Milwaukee	(414) 273-1173
10/21-10/23	Hunting Moon Pow Wow	Potawatomi Bingo Casino	(414) 847-7320

