



# WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

MARCH 2012

## *From the Director...*



### **Wraparound Milwaukee to have Guest Visitor from Scotland**

Bill Whyte, Professor of Social Work Studies in Criminal and Youth Justice and Director of the Criminal Justice Social Work Development Center for Scotland at the University of Edinburgh, will be visiting Wraparound Milwaukee May 21<sup>st</sup> to 23<sup>rd</sup>. The Scottish government is considering developing a wraparound model for youth and young people involved in the justice system and want to see and adapt the components of Wraparound Milwaukee.

An itinerary for the visit will be set up for Bill in the coming weeks and we hope to set up an exchange in the future, to have a team from Wraparound Milwaukee visit Scotland and consult with their mental health and juvenile justice agencies.

### **Proposed Administration Budget Cuts Funding to Systems of Care**

Signaling a shift in funding priorities and approaches, the Obama Administration is reducing funding for the Substance Abuse and Mental Health Services Administration (SAMHSA) for the Children's Mental Health program from \$117.3 million to \$88.5 million annually. The reduction will result from grants naturally ending and no new children's grants being funded for 2012 to 2013. Ongoing grants will continue to be funded and supported.

The shift may also signal a different approach for SAMHSA, as they move toward block grant funding to states to finance system of care work versus direct funding to communities to develop specific system of care pilots, which they then hope are replicated elsewhere in states. If this funding proposal is enacted, states will now have to determine what kind of system of care efforts they want to pursue and will have to provide more technical support toward those efforts.

While not having a direct affect on Wraparound Milwaukee, which already has sustained funding resources and is only under a SAMHSA Health Transitions Grant (Project O'YEAH), it is a development that may affect the future application for children's mental health grants.

### **Wraparound Milwaukee Provides Educational Presentation for Health Committee**

At the request of Peggy West, Chairman of the Milwaukee County Board's Health and Human Needs Committee, Wraparound Milwaukee was asked to do a presentation on the program at the February 8, 2012 Committee meeting. Wraparound Milwaukee was one of the first programs that was requested to do an educational presentation to help committee members become more familiar with the philosophy, components and outcomes of the program.

Besides doing a written information report and PowerPoint presentation, I was able to show an edited segment of the PBS Video on Wraparound Milwaukee produced for the Visionaries series, as part of the Harvard Innovations Award. The Health Committee was also able to meet, talk and recognize one of our families who appeared in the video. Kurt Maurer, the Care Coordinator for this family, also participated in the presentation.

The Committee acknowledged that this was one of the best presentations and reports they had received. Thank you to Chairman West for scheduling this presentation and the Health Committee for their continued support of our program.

### **BHD Applies for CMS Grant to Pilot an Adult Wraparound Model**

The Behavioral Health Division (BHD) has recently submitted an application for funding under the new Challenge Grant program under the Federal Center for Medicare/Medicaid Services (CMS). These three-year grants were established as part of the Implementation of the Affordable Care Act, to develop new ideas, strategies and models as national health insurance moves forward beginning next year.

While this grant program is not specifically targeted at Mental Health, it is looking at ways to improve health outcomes, better integrate care across health systems and reduce Medicaid costs. The Medical Home model is one of the models being emphasized, as was incorporated in the BHD proposal.

The adult wraparound model proposed and grant submitted would create a model similar to Wraparound Milwaukee, with a care coordinator called a Navigator in this proposal, Peer Specialists as client advocates, a provider network and other similar components.



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BHD will probably know within 30 days if it is chosen for funding, although there is expected to be a second round of grants later this year.

Bruce Kamradt, Director



## Wraparound Success Story...

*David\* is a nine year old who has been in the Wraparound Milwaukee REACH program for the past eight months. His Wraparound team is made up of Ms. O. (his mother), his two uncles, a crisis stabilizer and a therapist. Ms. O. deserves a large amount of credit for David's success, as she has practiced more patience with him and has been very open to new ideas from team members. She has been very involved with the Wraparound team, showing up for all of the meetings and medication reviews, and offering her valuable opinions and ideas. David's two uncles have also been great supports, with one uncle stopping by the house every day to encourage David to have a good day at school and the other uncle helping with homework after school.*

*With David originally having difficulty getting along with other kids, his crisis stabilizer has been helping him by accompanying him to the YMCA and Boys and Girls Club. David is now able to initiate contact with others. His therapist has also assisted with helping him to open up more and talk about his emotions.*

*The team has worked with David's school to develop ways to motivate David and keep him from being bored. They have even come up with ways for him to help other kids in the classroom as a peer role model. David has earned multiple rewards at school for his perfect attendance and positive behaviors. Ms. O. summed it all up by saying that David "has definitely come a long way!"*

(\*Names changed for confidentiality.)

Submitted by REACH - AJA Counseling Center

## Mobile Crisis...

In Wraparound Milwaukee, we all work with youth who have complex needs and many who have experienced trauma. When a child has repeated exposure to trauma or neglect, their brains can develop

accordingly, and their outlook on the world can be quite different than others'. Trauma-informed care tells us that youth with such a background often experience the world as threatening and struggle to have a stable, secure base from which to interact with others. They are "preset" to expect rejection and other adverse events, often leaving them anxious and less ready to learn and grow. These youth need adult caregivers/parents, providers, anyone upon whom they rely to treat them accordingly. Caregivers need to use an array of strategies designed to address and alleviate the youths' sense of insecurity. So often, it is only when these underlying issues are resolved that a youth can begin to handle the challenges of childhood and adolescence.

As we try to help youth who have been exposed to such unstable conditions, caregivers and providers need to understand how kids respond to all kinds of strategies – especially nonverbal ones – to work through difficult issues. Strategies that are individually tailored, and based in trauma-informed care, are often the most effective, at least at the beginning. These youth need us to help them work through change, using music, art, movement, hands-on and other experiential approaches – often before they can begin to verbally express their concerns. Therapeutic experience doesn't always have to be verbal. Often youth who've been through trauma respond far better using other strategies. This is especially important to remember as we see more youth who are transitioning from one form of care to another. Whether it's a correctional facility to a group home or foster care to biological home, change for these youth requires creative help. Let's all pledge to do our best to help these youth "reset" their thinking and feeling, and look at the world with an expectation of trust and assurance.

Dr. Chris Morano, Mobile Crisis Services Director



## Quality Assurance...

### **Improving Outcomes for Children in Child Welfare: A Medicaid Managed Care Toolkit**

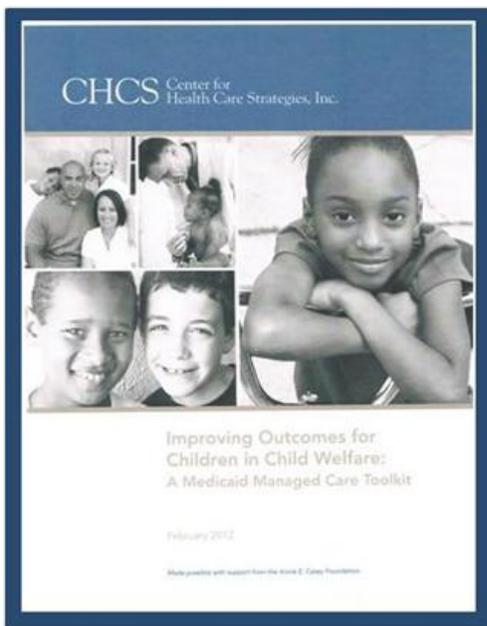
Children in the Child Welfare system typically have extensive health care needs, including significant behavioral and chronic physical health issues. Vulnerable to frequent disruptions in living situations, these children often experience fluctuating access to

health care, little continuity of care and poorly coordinated care, all of which lead to high health care costs. Medicaid provides health insurance coverage for the majority of children in Child Welfare, and many states enroll this population in managed care programs. As a result, Medicaid health plans are uniquely positioned to address quality improvement for these children.

From January 2007 to December 2009, Wraparound Milwaukee participated in a collaborative adventure with the Center for Health Care Strategies (CHCS) and eight other managed care organizations that focused on improving the outcomes for children in the child welfare system. The participating plans undertook innovative pilot projects to improve care for children in child welfare, focusing on: 1) access to physical and behavioral health care services; 2) coordination of care; and 3) appropriate use and monitoring of psychotropic medications.

The knowledge gained resulted in a Toolkit authored by the CHCS. In February of this year, the Toolkit was released. The Toolkit details the pilot efforts of each plan, including identification, stratification and outreach strategies developed, as well as obstacles faced and preliminary outcomes achieved. This resource is designed to help states, health plans, child welfare agencies, providers and other child-serving stakeholders develop the approach to care and cross-system collaboration required to improve outcomes for this high-need population of children.

The link below will take you to the publication/Toolkit:



[http://www.chcs.org/publications3960/publications\\_show.htm?doc\\_id=1261349](http://www.chcs.org/publications3960/publications_show.htm?doc_id=1261349)

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](mailto:pam.erdman@milwcnty.com).

Pamela Erdman, QA/QI Director



**Quality Quote of the Month**

*“Try not to become a person of success, but rather become a person of value.”*  
- Albert Einstein (1879-1955)

## Announcements...



### Positive Recognition Awards

The following have been recipients of “Positive Recognition” awards:

**Lynda Pruitt-Jackson – New Horizon**

Nominated by Valerie Rowe - Parent

*“Mrs. Jackson is a down to earth person who cares about my family. Very devoted.”*

**Melanie Figueroa – REACH-LaCausa, Inc.**

Nominated by Cheryl Andres - Parent

*“...is supportive and encouraging... our family is stronger, better functioning and well on the road to success thanks to the caring support of Lanie Figueroa!”*

**Shawn Johnson – Family Options**

Nominated by Cheryl Andres - Parent

*“...gentle and supportive... I feel that Shawn genuinely cares about my child’s well-being and continued success.”*

**Elijah Ndon – Alternatives in Psychological Consultation**

Nominated by Shadmeshabed Kinney - Parent

*“He is a very good crisis stabilizer. He listens to my family’s needs. He’s there when I need him.”*

**Kathleen Tompkins and St. Aemilian-Lakeside**

Nominated by Nina Lee – Parent

*“... a great counselor to me and my family... and St. Aemilian is a great place for my son... they have successfully met our needs...”*

**William Brooks - Provider**

Nominated by Sandra Saxton - Parent

*“...is very helpful to me and my son... listens and cares... is a pleasure to work with.”*

**Jecoliah Dowl – Alternatives in Psychological Consultation**

Nominated by Shadmeshabed Kinney - Parent

*“...is a very caring person... is very concerned for my family’s needs... will do her best to assist me in anything that I may need help in.”*



**Sandy Seiler – Thrive Treatment Services, LLC**

Ada Lopez - Parent

*“Thanks for your help – appreciate.”*

**Bridget Durkin – LaCausa, Inc.**

Nominated by Ada Lopez - Parent

*“She’s a beautiful person... helped my daughter in everything... good person... appreciate all the help she gave her. Thanks.”*

**Elias Sepulveda – Integrity Family Service**

Nominated by Yvonne Villarreal - Parent

*“... is patient with Joseph... firm, yet gentle... is available for me or Joe to contact him when needed – anytime.”*

**Kathy Frank – Provider**

Nominated by Yvonne Villarreal - Parent

*“... is getting to know my son, Joseph, very well, and she is trying to get him to open up and talk. I have a good rapport with Kathy.”*

**Joseph Gladney – Alternatives in Psychological Consultation**

Nominated by Roni Keeler – Parent

*“... very understanding person... aware of our needs and works closely with us and our grandson.”*

**Jennifer Scott – Family Options**

Nominated by Roni Keeler - Parent

*“Very caring and understanding of our needs. Works with us in a caring way, so very helpful.”*

**Vera Pina – LaCausa, Inc.**

Nominated by Ada Lopez – Parent

*“...very positive... connected at all times with my daughter with kindness... always ready to help...”*



**Upcoming Events...**

**APRIL 2012**

**Apr. 2 Crisis Training**  
5:30-7:30pm WM – Room 416

<b>Apr. 3</b>	<b>ARB Meetings</b>
9:00-1:00pm	WM – Room 253
<b>Apr. 3</b>	<b>YC – Talent Show Rehearsal</b>
4:30-6:30pm	St. Charles Youth & Family Svcs.
<b>Apr. 4</b>	<b>Centralized QA Meeting</b>
9:00-11:00am	WM – Room 212
<b>Apr. 5</b>	<b>Mgmt./Supervisors Meeting</b>
9:00-11:00am	@ St. Charles Youth & Family Svcs.
<b>Apr. 5</b>	<b>Com. Safety/Resource Dev. Consults</b>
11:00-1:00pm	WM – Room 253
<b>Apr. 5</b>	<b>Monthly Care Coordinator Mtg.</b>
1:00-3:00pm	@ CHP Auditorium
<b>Apr. 10</b>	<b>YC – Talent Show Rehearsal</b>
4:30-6:30pm	St. Charles Youth & Family Svcs.
<b>Apr. 11</b>	<b>Child Psych. Cons. – AJA</b>
12:00-1:00pm	WM – Room 253
<b>Apr. 12</b>	<b>Com. Safety/Resource Dev. Consults</b>
11:00-1:00pm	WM – Room 253
<b>Apr. 17</b>	<b>ARB Meetings</b>
9:00-1:00pm	WM – Room 212
<b>Apr. 17</b>	<b>YC – Talent Show Rehearsal</b>
4:30-6:30pm	St. Charles Youth & Family Svcs.
<b>Apr. 19</b>	<b>Mgmt./Supervisors Meeting</b>
9:00-11:00am	@ St. Charles Youth & Family
<b>Apr. 19</b>	<b>Com. Safety/Resource Dev. Consults</b>
11:00-1:00pm	WM – Room 253
<b>Apr. 20</b>	<b>Provider Training</b>
8:00-3:00pm	WM – Room 416
<b>Apr. 24</b>	<b>Agency Clerical Staff Training</b>
9:30-11:00am	WM – Room 212
<b>Apr. 24</b>	<b>YC – Talent Show Rehearsal</b>
4:30-6:30pm	St. Charles Youth & Family Svcs.
<b>Apr. 25</b>	<b>Child Psych. Cons. – R-St. A’s</b>
12:00-1:00pm	WM – Room 253
<b>Apr. 26</b>	<b>Com. Safety/Resource Dev. Consults</b>
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](http://www.county.milwaukee.gov) and search using the keywords “Wraparound Milwaukee”.

**Greater Milwaukee Major Events**

3/23-4/1	2012 Realtors Spring Show	Wisconsin Exposition Center (414) 778-4929
4/7	Egg Day at the Zoo	Milwaukee County Zoo (414) 771-3040
4/20-4/21	Gallery Night & Day	Downtown Milwaukee (414) 273-1173