



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

OCTOBER 2011

From the Director...



Kenyatta Matthews

Joins Wraparound Milwaukee Team

We are very pleased to have Kenyatta Matthews join the Wraparound Milwaukee team as a Program Coordinator. Kenyatta is filling the position of Cheryl Peterson, who retired earlier this year. Kenyatta brings a wealth of experience and skills and last worked as a manager at Feeding America. Previous to that, she worked as a manager for Children’s Service Society of Wisconsin (CSSW), spent five years as a Wraparound Supervisor at CSSW and has several years of experience as a transitional specialist and care coordinator at St. Charles Youth & Family Services.

We welcome Kenyatta, who actually started at Wraparound Milwaukee on September 20, 2011.

Wraparound Milwaukee Launches New Curriculum at Wingspread Conference Center

Milwaukee County’s Wraparound Milwaukee program, the Georgetown University National Technical Assistance Center for Children’s Mental Health and the Johnson Foundation collaborated to host a three-day conference, October 3-5, 2011, at the Wingspread Conference Center, to pilot and evaluate Wraparound Milwaukee’s innovative new curriculum for the development and operation of effective systems of care for children with serious emotional needs and their families.

Attending the training were seven State teams from Virginia, Washington, Illinois, New Hampshire, Colorado, Michigan and Wisconsin. Nine international folks attended from three countries – Australia, New Zealand and England. Making up the faculty from Wraparound Milwaukee were Mary Jo Meyers, Margaret Jefferson, Stephen Gilbertson, Pamela Erdman, Pnina Goldfarb, Dr. Chris Morano, Wes Albinger and myself. Georgetown University had five faculty staff present and Gary Blau, Director of the Children’s Mental Health Services Branch at the Substance Abuse and Mental Health Services Administration, made the introductory comments. Presiding Children’s Court Judge, Marshall Murray, Delinquency and Court Administrator, Eric Meaux, and the Bureau of Milwaukee Child Welfare Director, Arlene Happach, participated on a panel on Collaboration Across Child Service Systems.

A total of 42 persons attended the three-day conference hosted by the Johnson Foundation at the Frank Lloyd Wright home, designed and built for the owner of Johnson Wax in 1939, and which has now been made into a conference center. The Johnson Foundations hosts these conferences to discuss and analyze issues they believe are very topical in this country and where the results of the meeting can be disseminated elsewhere nationally and internationally.

A product of the three-day conference is that Wraparound Milwaukee has now developed a notebook and curriculum with supporting materials on the ten modules it believes are critical to building and sustaining effective systems of care for youth with behavioral and mental health needs and their families, to include: administrative structure, innovative financing, collaboration across child serving systems, family partnerships, individualized care, array of services, provider network, quality assurance and quality improvement/evaluation and mobile crisis services.

The notebook (which has also been put on flash drive) will be available for other communities that visit Wraparound Milwaukee or request resource material. It really replaces, consolidates and centralizes the curriculum and the many documents, contracts, policies and training materials that are part of the Wraparound Milwaukee model.



Wraparound Milwaukee 2010 Annual Report Now Available

We are pleased to announce that Wraparound Milwaukee’s 2010 Annual Report, produced by the Wisconsin Council on Children and Families, is now available.

Wraparound Milwaukee served nearly 1,500 children and families in 2010 (1,112 in Wraparound and 380 in REACH) and continued to do so effectively and essentially at the same or lower cost than in previous years.

The age of youth enrolled in Wraparound remained constant at 14.5 years with nearly three quarters of the enrollment being boys (72%). African American youth made up 71.2% of the diverse population we served, with 14.5% Caucasian and 9.3% Hispanic.

Related to court-involved youth, 46.3% were enrolled in Wraparound Milwaukee with a delinquency



court order, 14.1% with a CHIPS (Child in Need of Protection or Services) order, 6.1% were enrolled under a JIPS (Juvenile in Need of Protection or Services) order, and 33% had no court involvement. The later reflects the growing number of voluntary families in the REACH program.

Most of our enrolled youth have complex behavioral health needs and this continued to be demonstrated in the top diagnosis categories of the enrolled youth, including Conduct Disorder, ADHD, Mood Disorder/Depression, AODA related disorders, Learning Disorders and Developmental Disorders.

Related to utilization of services by enrolled families, which of course begins with Care Coordination, some of the other formal, paid services our families received in order of their average utilization were Crisis Stabilization (63.4%), In-Home Therapy (49.4%), Transportation supports and Individual/Family Therapy at (29.0%). Flexible funding for discretionary services was utilized with nearly 40% of our families, to meet immediate needs for food, housing, transportation, educational and other expenses.

Study Reflects Outcomes achieved in 2010...

A national measure of clinical change in our youth, data captured in 2010 on the Child Behavior Checklist (CBCL) and reported in our Annual Report showed substantial progress of youth in how they function at home, at school and in the community from their initial entry into Wraparound to their disenrollment (usually at about 18 months).

Other outcomes from youth served in Wraparound Milwaukee in 2010 were very positive. In 2010, 75% of the 368 children and youth completing the program were in a permanent setting with two-thirds of the youth residing in their parental home or home of a relative. Follow-up studies on delinquent youth compiled by the Wisconsin Council on Children and Families continue to show low rates of recidivism from youth who enter Wraparound Milwaukee at six months, 12 months or more of their involvement. Reoffending behaviors remain very low.

Finally, we value how our families feel about their involvement in Wraparound Milwaukee. With the help of our advocacy organization, Families United of Milwaukee, that organization conducts the family/youth satisfaction surveys. The surveys provide valuable feedback on critical principles of Wraparound – voice, access and ownership. In 2010, 530 families completed surveys at the time of disenrollment with their composite rating of 4.4 on a 5 point scale reflecting a very favorable view and experience of families in Wraparound.

The 2010 Annual Report will be sent out to our major stakeholders, providers, public officials and others. If you do not receive a copy and wish to obtain one, please contact the Wraparound Milwaukee Administration Office at (414) 257-7639.

Bruce Kamradt, Director

Wraparound Success Story...



A Care Coordinator had been working with a single mother of 9 children for about a year, when the oldest child enrolled in Wraparound Milwaukee was placed in adult corrections at the age of 17. The Child & Family Team had been discouraged by this event in the family's life, but most importantly, the mother felt as if she lost a piece of her heart. Moving forward, the Bureau of Milwaukee Child Welfare (BMCW) placed another sibling, Maddy, in Wraparound and the family was happy to have a positive force in their life to pick up the pieces. Despite Maddy being placed in a treatment foster care home, the mother continued to care for the remaining 8 children in her home, between the ages of newborn to 10. Once Maddy was returned to her mother's home, the Child & Family Team worked on continuing to keep the family safely together. Maddy's mother was the main driver of the Team, acknowledging her faults in situations, but holding others accountable to ensure appropriate help for her children.*

A year after Maddy was enrolled in Wraparound, Maddy's younger sister, Kari, was enrolled as well. Once again, all children, with the exception of the youngest 3 and Maddy and Kari were placed back in treatment foster care. Kari struggled significantly with being removed from her mother's care and being destructive towards others and herself; resulting in several respite placements and even an inpatient hospitalization. The Care Coordinator made diligent efforts to ensure that their mother remained the primary facilitator of the Team and, during a particularly difficult Team meeting, became emotional. This emotion told the story of the trauma this family had been through and their mother's fear of others judging her child for "being raised in the system". She talked about how she can only rely on herself and sometimes purposely secludes herself and her children from others for fear of being hurt again.*

At a court hearing in August, Maddy and Kari's mother stood up for herself and her family. Within 2 weeks, Maddy and Kari were returned back to her home. Since being returned, Kari has not had



destructive behaviors towards anyone and enjoys being home taking care of her younger siblings. Maddy continues to work hard at school and talks about college for her future. Her mother smiles more and continues to be the facilitator of her Team; essentially, she “calls the shots” for her family, as she puts it!

(*Names changed for confidentiality.)

Submitted by St. Aemilian-Lakeside

Mobile Crisis...



In September, the Mobile Urgent Treatment Team for Treatment Foster Care (MUTT-TFC) was busy partnering with several agencies about strategies to work with youth in their care, with complex needs. MUTT-TFC spent time with St. Charles Youth & Family Services, St. Aemilian-Lakeside and New Horizons. MUTT has also assisted Pathfinders and local law enforcement in developing an understanding of how best to utilize effective community mental health services.

MUTT continues to work with Children’s Hospital of Wisconsin on a regular basis to determine the best response to youth who have made serious acts of self-harm. MUTT is also available to speak with local organizations about these topics.

Dr. Chris Morano, Mobile Crisis Services Director

Quality Assurance...



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

“Do all you can, with what you have, in the time you have, in the place you are.”

- Nkasi Johnson



Announcements...



Positive Recognition Awards

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

Ms. Faye – Harmony Social Services
Nominated by Shirley Moutry - Parent

“...I would recommend Harmony Social Services. Ms. Faye is an asset to that company...she helped [my daughter] and I alot throughout the summer...”

Thomas Dale – M.D. Therapy

Nominated by Shirley Moutry - Parent

“Mike Dale is very caring and experienced... he really helps me understand a lot about my relationship with [my daughter] and continues to help her use her words by communicating with the both of us...”

Britanya Smith – LaCausa, Inc.

Nominated by Shirley Moutry - Parent

“Britanya is doing a great job with [my daughter]...”

Stephen McMillan – New Horizon Center, Inc.

Nominated by Kathleen Buckett - Parent

“Stephen focuses and listens well and he has had a good understanding of our family’ needs... He gave good support and encouragement to all family members.”

Jennifer Stagg – Forward Choices

Nominated by John Gildan - Parent

“Caring, helpful, professional!”

Roger Asija – LaCausa, Inc.

Nominated by John Gildan - Parent

“Caring, helpful, professional!”

Laurie Yinko Groh – Alternatives in Psychological Consultation

Nominated by John Gildan - Parent

“Caring, helpful, professional!”

Vincent Toney – Running Rebels

Nominated by Lisa Rizzo – St. Charles Youth & Family Services

“Vince has been a wonderful influence on my youth! He has taken him out in the community to experience new things... I appreciate his hard work! He is an excellent role model!”

Upcoming Events...



NOVEMBER 2011

Nov. 1	ARB Meetings
9:00-1:00pm	WM – Room 253
Nov. 1	New Care Coord. Trg. – M5
1:00-4:00pm	WM – Room 416
Nov. 3	Mgmt./Supervisors Meeting
8:15-10:15am	@ St. Charles Youth & Family
Nov. 3	High Risk Reviews
11:00-1:00pm	WM – Room 253
Nov. 3	Monthly Care Coordinator Mtg.
1:00-3:00pm	CHP Auditorium
Nov. 4	New Care Coord. Trg. – M6
8:30-2:30pm	WM – Room 416



Nov. 7 **New Care Coor. Trg. – M7**
 9:00-1:00pm WM – Room 416
Nov. 8 **New Care Coor. Trg. – M8**
 8:30-11:30pm WM – Room 416
Nov. 9 **New Care Coor. Trg. – M9**
 9:00-11:30pm WM – Room 416
Nov. 9 **Child Psych. Cons. – R-AJA**
 12:00-1:00pm WM – Room 253
Nov. 9 **Partnership Council Meeting**
 11:30-2:00pm WM – Room 212
Nov. 10 **High Risk Reviews**
 11:00-1:00pm WM – Room 253
Nov. 15 **New Care Coor. Trg. – M10**
 8:30-4:15pm WM – Room 416
Nov. 15 **ARB Meetings**
 9:00-1:00pm WM – Room 212
Nov. 16 **New Care Coor. Trg. – M11**
 9:00-3:30pm WM – Room 416
Nov. 17 **Mgmt./Supervisors Meeting**
 8:15-10:15am @ St. Charles Youth & Family
Nov. 17 **High Risk Reviews**
 11:00-1:00pm WM – Room 253
Nov. 17 **Youth Council Event**
 4:30-6:30pm WM – St. Charles Cafeteria

Nov. 21 **New Care Coor. Trg. – M12**
 8:30-3:30pm WM – Room 416
Nov. 24 **HAPPY THANKSGIVING!**
 WM Offices Closed
Nov. 29 **New Care Coor. Trg. – M13**
 9:00-12:00pm WM – Room 416
Nov. 30 **New Care Coor. Trg. – M14**
 8:30-3:45pm WM – Room 416
Nov. 30 **Child Psych. Cons. – R-St. A's**
 12:00-1:00pm WM – Room 253
Dec. 2 **New Care Coor. Trg. – M15**
 8:30-3:30pm @ Children's Court – Rm. 1260
Dec. 3 **FAMILY ORIENTATION**
 11:00-12:30pm WM – Room 416
Dec. 6 **New Care Coor. Trg. – M16**
 9:00-3:15pm 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



11/5	Veteran's Day Parade	Downtown Milwaukee	(414) 273-5533
11/17-1/8	Milw. Holiday Lights Festival	Downtown Milwaukee	(414) 220-4700
11/18-11/20	Holiday Folk Fair International	Wisconsin Exposition Center	(414) 225-6225
11/19	Milwaukee Holiday Parade	Downtown Milwaukee	(262) 377-5935
11/20-12/31	Christmas in the Country	Grand Geneva Resort	(262) 248-8811
12/2-12/3	Christmas in the Ward	Historic Third Ward	(414) 273-1173