



# WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Bi-Monthly Publication

SEPTEMBER/OCTOBER 2012

## *From the Director...*



### **Follow-up Impact Survey from Wraparound Conference now Available**

Georgetown University’s National Technical Assistance Center for Children’s Mental Health has now released the results from a follow-up survey conducted with leaders from seven states, including Colorado, Illinois, Michigan, New Hampshire, Virginia, Washington and Wisconsin, as well as international contingents from Australia, New Zealand and the United Kingdom, who attended the Wingspread Conference in Racine, Wisconsin October 3-5, 2011. That training provided an opportunity for these mental health leaders to learn how to implement and operate the specific structures and processes that have made Wraparound Milwaukee an effective program and national model in systems of care.

The majority of respondents (69%) found the training to be somewhat to extremely helpful in planning and developing their own systems. Particularly strong areas for the modules presented were with Mobile Crisis Services, Outcome and Quality Measurements, Provider Network and Information Technology Systems.

Some of the barriers participants described when returning to their state/province to replicate what they learned about the Wraparound Milwaukee model and structures/processes were: 1) planning and implementation challenges; 2) lack of local leadership; 3) stakeholder buy-in; 4) political will; 5) sense of urgency; 6) prioritization; and 7) funding issues.

Some of the follow-up training and technical assistance participants were looking for include: 1) concrete ways of getting buy-in from stakeholders; 2) help developing family and youth networks; 3) integration of care coordination models that reflect healthcare reform; 4) financing strategies; and 5) further training on Wraparound.

Next steps? Wraparound Milwaukee and Georgetown University are looking at submitting another proposal to the Johnson Foundation at Wingspread to hold a follow-up conference to focus on some of the areas of need identified by participants at this initial conference in 2011. We would be looking at co-hosting another Wingspread meeting in the Spring or early Summer of 2013.

### **Foster Care Medical Home Pilot approved by CMS - will Work with Wraparound Milwaukee**

The Center for Medicare/Medicaid Services has recently approved the Foster Care Medical Home Model in Milwaukee County and five adjacent southeastern counties. The plan was approved as a 1937 Benchmark Plan for the approximately 2,500 eligible enrollees which requires that enrollment be voluntary - parents/legal custodian choose enrollment. The State will certify one or more health systems (i.e., Children’s Hospital, Aurora, etc.) to provide services and the health system will receive an inclusive, capitated monthly payment to provide physical, behavioral, dental and other health services.

Youth with serious emotional disturbances (SED) will still be served in the two Wisconsin Medicaid “carve-outs” including Children Come First in Dane County and our own Wraparound Milwaukee program. A differential rate will be paid when a youth is enrolled in Wraparound Milwaukee – the medical home will not get the behavioral portion of the monthly capitation rate. There are currently about 200 foster care youth enrolled in Wraparound Milwaukee. So those youth would continue to be served for all their mental health needs in Wraparound Milwaukee.

Medicaid services where the county pays the state match like the Mobile Urgent Treatment Team (MUTT) would continue to be provided directly by the county and paid for under the existing “fee-for-service” process. Again, the MUTT team would continue to provide all of the mobile crisis services for foster care youth and the Medical Home Provider would have to sign a Memorandum of Agreement with the Behavioral Health Division for the provision of these services.

The current projected date for the initiation of the Medical Home Pilot for Foster Care program is around March of 2013. Selection and certification of healthcare providers should occur by the end of this year.

Bruce Kamradt, Director

## **Back to School**



Please Drive Safely ☺





## Wraparound Success Story...

Last year, Ms. Jones sought out the assistance of the Wraparound Milwaukee – REACH program, when she recognized that her family needed more support in helping her daughter India\* be more successful at school, and for her family to feel more connected to one another. From the start, Ms. Jones was eager for her family to participate in Wraparound and get extra support, which set the stage for the family to be successful and make the most out of the REACH program.

Ms. Jones and India's stepfather, Jeremiah, realized the benefit of working as a team to give India consistency and clear expectations. Ms. Jones recognized the importance of the role Jeremiah plays in India's life and encouraged them to build their relationship. Jeremiah stepped up into his role in the family and was a support to everyone in the family. The family came together and relied on one another for support more often, which helped them recognize that they can work through hard times together.

Ms. Jones also drew from her past experiences and struggles that she had worked so hard to overcome. She used these experiences to help her daughter avoid having to go through the same struggles. This led Ms. Jones to focus on fine-tuning her own skills and approaches, so that she could be the best parent possible to her daughter.

India's connections with the team also helped the family make progress together. She was often excited to meet with team members and give her ideas during team meetings, even being the official note-taker for the meetings. India showed a lot of ownership of her plan and this helped her grow as a person, which contributed to her family growing closer as well.

As the family prepared to transition from Wraparound Milwaukee – REACH, the team discussed what support the family would continue to benefit from after Wraparound involvement. Like many families, Ms. Jones' family at first had reservations about opening up to new team members and getting to know them. Despite this, the family was able to build trusting relationships with the team, and they even decided to continue working with their therapist as an added

support past REACH involvement. The Wraparound team agrees that the family has worked very hard to reach their goals and the family is pleasantly surprised to say that they've made more progress than they ever imagined they would.

(\*Names changed for confidentiality.)

Submitted by REACH-LaCausa, Inc.

Daylight Savings  
Ends November 3<sup>rd</sup>



## A Letter from Tracy ...

I want to share with you the following letter I received from a young man, Tracy (with his permission), whom I had the pleasure of working with several years ago. I want to share this because I am so proud of him and knew that he would do very well in his future.

Tanya Cummings, REACH - LaCausa, Inc.

Dear Tanya,

Here is a status update on myself. Since Wraparound I have graduated from Riverside University High School. I went on and graduated from Lewis University with a 3.0 GPA, with a degree in Aviation Maintenance Management and a minor in Business Administration. While at Lewis University, I was highly involved in the community on campus, and I was even a part of the President Student Advising Committee. I am currently a Lasallian Volunteer, volunteering in Albany, New York. My responsibilities consist of planning and implementing after school recreation activities for court adjudicated youth. Wraparound was of great benefit to me. It taught me the value of community. From Wraparound I learned that my actions had more of an impact than I perceived. Guided with this new perception, I was able to get to the point I am today. The Wraparound program was a sort of catalyst that guided me from my ignorant mindset of just doing things for emotional gratification, to doing things that help the community as a whole. My current position allows me to give back to programs like Wraparound and possibly change the life of another struggling youth.



I just want to thank Wraparound for the help it gave to me, and join it and programs like it in their empowerment of young people.

Sincerely,  
Tracy



## Youth Council ...

### 4<sup>th</sup> Annual HAUNTFEST



The Wraparound Youth Council group is planning the **4<sup>th</sup> Annual HAUNTFEST** scheduled for Thursday – October 25<sup>th</sup> at 6:30p.m. at the State Fair Park. This event is open to any interested Wraparound youth. For more information, contact Shannon Smith, Resource Coordinator at (414) 810-7780. Permission slips must be in by October 19<sup>th</sup>.

Brian McBride, O'YEAH Program Coordinator



Owen's Place, the Project O'YEAH's resource center, provides transitional resources and support to young adults as they transition to adulthood. We are happy to announce that we have moved to a new community location. Owen's Place is now located in its own space inside the St. Charles Youth and Family Service building at 4757 N. 76<sup>th</sup> Street. The new space provides better community access, an expanded resource and recreational area, along with a kitchen and laundry area open to young adults age 16½ to 25. Our new location allows for easier access from the community and provides more opportunities to partner with other community agencies. We look forward to expanding our programming and providing certified peer specialist support over the next few months.

Stay tuned for the date of our Open House and tribute to Owen Felix, the former Program Coordinator, in whose honor the clubhouse was named. For more information, you can contact the Owen's Place Resource Coordinator – Shannon Smith at (414) 810-7780.

Brian McBride, O'YEAH Program Coordinator

## Mobile Crisis...



As we move more into the Fall, with school in full swing and holidays approaching, youth – and adults too – start to show signs of stress, fatigue and frustration.

It's a good time to remember that as caregivers, we must prepare ourselves and be at our best, if we are to help others. This includes preparing yourself emotionally and physically, to be of help to someone. Know that your own well-being plays an enormous role in how helpful you can be to another. If you are too tired, frustrated, overwhelmed or anxious yourself, this will have a big impact on your ability as a caregiver. Whether you are a formal or an informal caregiver, know your own limits, strengths and supports, to be at your best. Get feedback and help from others as you ready yourself for the weeks and months ahead. Also, and importantly, the way you approach someone – your body language and demeanor, for example – says as much or even more than the content of your words so much of the time. If you are too frustrated, hopeless about a situation or pessimistic to the point where you don't believe, down deep, that you can be of help, it will most certainly show. Many studies have shown that we convey a great deal without ever even saying anything. So, take care of yourself. Then you'll be in a much better place to help others.

Dr. Chris Morano, Mobile Crisis Services Director

## Finance News ...



### Introduction of New Finance Coordinator

Wraparound Milwaukee is pleased to announce the appointment of Kenyatta Matthews as the new Finance Coordinator for Wraparound Milwaukee. Kenyatta has worked in many capacities for Wraparound Milwaukee, most recently as the Enrollment Coordinator. She assumed responsibility of the Finance department on August 20, 2012. Please feel free to call her with any finance questions you may have. She is located at the Wraparound Administration Office at 9201 Watertown Plank Road in Room 255. Her phone number is (414) 257-7597. Please stop by and introduce yourself, if you are in the building.

Bruce Kamradt, Director

### End of Year Announcement

The year is quickly coming to a close. Please be aware that we will be closing out our 2012 fiscal year on February 28, 2013. With this in mind, please ensure that any Invoices for December 2012 are submitted no later than February 28, 2013, as Invoices received after this date will not be paid.

Kenyatta Matthews, Finance Coordinator





## Announcements...

### Positive Recognition Awards

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

#### **Aaron Presley – Sebastian Family Psychology Practice**

Nominated by Josephine Simpson - Parent

*"Appears and acts to be a very concerned individual. Very satisfying attitude."*

#### **Tonia Smith – LaCausa, Inc.**

Nominated by LaShaunda Lee - Parent

*"She is great with my family. She is a really good person and we like working with her."*

#### **Marcella Adkins – Dominion Behavioral Health**

Nominated by Tracey Davidson - Parent

*"She understands my problem that I have with my child. And I need that."*

#### **Kristy Eiland – New Horizon Center**

Nominated by Tracey Davidson - Parent

*"She helps me when she comes and gets my child."*

#### **Maria Castillo – St. Aemilian-Lakeside-REACH**

Nominated by Tammi Laessig - Parent

*"Maria has done a lot for our family. Is always there when we need her!!"*

#### **James Robertson – Integrity Family Services**

Nominated by Sandra Polzin - Parent

*"Jim Robertson has been so awesome – as many times as Sheldon has [run away]. He has been available to take him back... he is always trying to do things with Sheldon, but Sheldon doesn't always participate."*

#### **Kathy Frank – Integrative Solutions**

Nominated by Tammi Laessig - Parent

*"She has done an outstanding job with our family!!"*

#### **Wraparound Care Coordinators:**

**Anna VonRueden** – My Home, Your Home

**Caralee Hammerling** – My Home, Your Home

**Lisa Rizzo** – St. Charles Youth & Family Services

**Megan Larscheid** – LaCausa, Inc.

**Melinda Santoyo** – St. Aemilian-Lakeside

**Juliette Schmidt** – Alternatives in Psych. Consultation

**Becky Horwitz** – Alternatives in Psych. Consultation

**Tina Sabo** – Aurora Family Service

**Erin Rinderle** – My Home, Your Home

**Kelly Goldmann** – St. Aemilian-Lakeside

**Colleen Pyatt** – St. Aemilian-Lakeside

**Rachel Schmidt** – St. Charles Youth & Family Svcs.

**Shayla Schermetzler** – Willowglen Community Care

**Megan Ziegler** – Willowglen Community Care

Nominated by Dr. Hale-Richlen – Hale-Richlen Center for Psychiatry

*"Have gone above and beyond. We can always count on them to be on time, organized and follow through with things needed."*

#### **Antoine Ward – LaCausa, Inc.**

Nominated by Katie Peters – LaCausa, Inc.

*"Antoine goes above and beyond his duties and assists families, when it is needed the most. During a crisis, when other CFT members were only available by phone, he offered to take a youth home and helped him calm down."*

#### **Caralee Hammerling – My Home, Your Home**

Nominated by Dr. Hale-Richlen – Hale-Richlen Center for Psychiatry

*"I sent an email to Caralee Hammerling regarding getting an updated Provider Referral Form. Not even two hours later, I not only received a fax from Caralee with the information I needed, but she also sent other updated forms. I can't thank Caralee enough for her prompt response to my requests and her ability to always attempt to make sure things get done in a timely fashion. Caralee truly is someone that we consider one of our Wraparound "ROCKSTARS!"*

## Upcoming Events...



### NOVEMBER 2012

<b>Nov. 1</b> 8:30-4:00pm	<b>New Care Coor. Training – M3-1</b> WM - Room 416
<b>Nov. 1</b> 9:00-11:00am	<b>Mgmt./Supervisors Meeting</b> @ St. Charles Youth & Family Svcs.
<b>Nov. 1</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253
<b>Nov. 1</b> 1:00-3:00pm	<b>Monthly Care Coordinator Mtg.</b> "CANCELLED"
<b>Nov. 2</b> 8:30-4:00pm	<b>New Care Coor. Training – M3-2</b> WM - Room 416
<b>Nov. 6</b> 8:30-3:00pm	<b>New Care Coor. Training – M4</b> WM - Room 416
<b>Nov. 6</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253
<b>Nov. 6</b> 11:00-12:30pm	<b>Runaway Committee Meeting</b> WM – Room 212
<b>Nov. 7</b> 9:00-1:00pm	<b>New Care Coor. Training – M5</b> WM - Room 416



<b>Nov. 7</b> 9:00-11:00am	<b>Centralized QA Meeting</b> WM – Room 212	<b>Dec. 4</b> 8:30-3:45pm	<b>New Care Coord. Training – M13</b> WM - Room 416
<b>Nov. 7</b> 10:30-12:00pm	<b>Family/Provider Advisory Group</b> WM – Room 253	<b>Dec. 4</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253
<b>Nov. 8</b> 8:30-11:00am	<b>New Care Coord. Training – M6</b> WM - Room 416	<b>Dec. 5</b> 8:30-11:30pm	<b>New Care Coord. Training – M14</b> WM - Room 416
<b>Nov. 8</b>	<b>Care Coordinator ReCert. Trg.</b> @ St. Aemilian-Lakeside	<b>Dec. 5</b> 9:00-11:00am	<b>Centralized QA Meeting</b> WM – Room 212
<b>Nov. 8</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253	<b>Dec. 6</b> 9:00-11:00am	<b>Mgmt./Supervisors Meeting</b> @ St. Charles Youth & Family Svcs.
<b>Nov. 12</b> 5:00-6:00pm	<b>Youth Council Meeting</b> Owen's Place / Clubhouse	<b>Dec. 6</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253
<b>Nov. 13</b> 8:30-12:30pm	<b>New Care Coord. Training – M7</b> WM - Room 416	<b>Dec. 6</b> 1:00-3:00pm	<b>Monthly Care Coordinator Inservice</b> CANCELLED
<b>Nov. 13</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253	<b>Dec. 10</b> 9:00-11:00am	<b>Synthesis Training</b> WM – Room 212
<b>Nov. 14</b> 8:30-12:00pm	<b>New Care Coord. Training – M8</b> WM - Room 416	<b>Dec. 10</b> 10:00-12:00pm	<b>QA/QI Executive Committee Mtg.</b> WM – Room 212
<b>Nov. 15</b>	<b>Care Coordinator ReCert. Trg.</b> @ St. Aemilian-Lakeside	<b>Dec. 10</b> 5:00-6:00pm	<b>Youth Council Meeting</b> Owen's Place / Clubhouse
<b>Nov. 15</b> 9:00-11:00am	<b>Mgmt./Supervisors Meeting</b> @ St. Charles Youth & Family	<b>Dec. 11</b> 9:00-3:15pm	<b>New Care Coord. Training – M15</b> WM - Room 416
<b>Nov. 15</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253	<b>Dec. 11</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253
<b>Nov. 20</b> 8:30-3:30pm	<b>New Care Coord. Training – M9</b> WM - Room 416	<b>Dec. 12</b> 8:00-3:00pm	<b>Crisis Training</b> WM - Room 416
<b>Nov. 20</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253	<b>Dec. 13</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253
<b>Nov. 22</b>	<b>THANKSGIVING DAY</b> Wraparound Offices Closed	<b>Dec. 14</b> 8:30-3:30pm	<b>New Care Coord. Training – M16</b> @ Children's Court Center – Rm. 1260
<b>Nov. 26</b> 1:00-4:00pm	<b>New Care Coord. Training – M10</b> WM - Room 416	<b>Dec. 7</b> 9:00-11:00am	<b>HIPAA / Synthesis Training</b> WM – Room 212
<b>Nov. 26</b> 5:00-6:00pm	<b>Youth Council Meeting</b> Owen's Place / Clubhouse	<b>Dec. 18</b> 8:30-3:30pm	<b>New Care Coord. Training – M17-18</b> WM - Room 416
<b>Nov. 27</b> 8:30-12:00pm	<b>New Care Coord. Training – M11</b> WM - Room 416	<b>Dec. 18</b> 9:00-1:00pm	<b>ARB Meetings</b> WM – Room 253
<b>Nov. 28</b> 8:30-12:00pm	<b>New Care Coord. Training – M12</b> WM - Room 416	<b>Dec. 20</b> 9:00-11:00am	<b>Mgmt./Supervisors Meeting</b> @ St. Charles Youth & Family Svcs.
<b>Nov. 28</b> 12:00-1:00pm	<b>Child Psych. Cons. – R-St. Aemilian</b> WM – Room 253	<b>Dec. 20</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253
<b>Nov. 29</b>	<b>Sups/Leads ReCert. Trg.</b> St. Aemilian-Lakeside	<b>Dec. 24</b> 5:00-6:00pm	<b>Youth Council Meeting</b> Owen's Place / Clubhouse
<b>Nov. 29</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253	<b>Dec. 25</b>	<b>CHRISTMAS DAY</b> Wraparound Offices Closed
<b>Nov. 30</b> 8:00-12:00pm	<b>Provider Training</b> WM – Room 416	<b>Dec. 26</b> 12:00-1:00pm	<b>Child Psych. Cons. – R-LaCausa</b> WM – Room 253
<b>Nov. 30</b>	<b>Sups/Leads ReCert. Trg.</b> @ St. Aemilian-Lakeside	<b>Dec. 27</b> 11:00-1:00pm	<b>Com. Safety/Resource Dev. Consults</b> WM – Room 253



**DECEMBER 2012**

**Dec. 1 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](http://www.county.milwaukee.gov) and search using the  
keywords "Wraparound Milwaukee".





### Greater Milwaukee Major Events



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
11/10	Veterans Day Parade	Downtown Milwaukee	(414) 453-8753
11/15-1/6	Milwaukee Holiday Lights Festival	Downtown Milwaukee	(414) 220-4700
11/16-11/18	Holiday Folk Fair International	Wisconsin Exposition Center	(414) 225-6225
11/17	Milwaukee Holiday Parade	Downtown Milwaukee	(262) 377-5935
11/18-12/31	Christmas in the Country	Grand Geneva Resort	(262) 248-8811
11/30-12/1	Christmas in the Ward	Historic Third Ward	(414) 273-1173

