

WRAPAROUND MILWAUKEE



PROVIDER NETWORK NEWS & NOTES

January 23, 2012 - Meeting



WRAPAROUND MILWAUKEE DIRECTOR

Bruce Kamradt, *Wraparound Director*, reported that Wraparound Milwaukee has not encountered any changes in program funding from Medicaid, Juvenile Justice, etc.

Wraparound is devoting more time to young adults related to the transitional grant. There will also be satellite programs set up at Lad Lake and Pathfinders.

Most of you are already aware, Owen Felix, Program Coordinator for the Healthy Transitions Initiative and federal grant project we call Project O'YEAH, passed away on December 19, 2011, after a short but courageous battle with pancreatic cancer. In his memory, we are planning to name the Project O'YEAH Clubhouse "Owen's Place". There will be a dedication for staff and Owen's family once the plaque and signs are completed.

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.

PROVIDER NETWORK

Wes Albinger, *Provider Network Coordinator*, reported that moving forward Wraparound Milwaukee will have a more strict approach at looking at the background checks that are submitted. The Background Information Disclosure Form (BID) is a voluntary self disclosure form that the applicant completes. The information on the BID must be accurate.

If the applicant notes that they lived out of state in the last three years, the agency should also be doing an out of state check. As a reminder, all 3 parts of the background check must be submitted to Wraparound if there is any criminal history on the Department of Justice Report.

If anyone has any questions on criminal background checks or need guidance in reviewing them, please contact Pam Erdman, QA Director, at 257-7608.

Provider Philosophy Training: Wraparound Milwaukee is reviving practice of this training. The Provider training gives an overview of the Wraparound Philosophy and Child and Family Team Process. There are two levels of training provided: Level I (2/24/12) training, which is a prerequisite to Level II (3/23/12).

For more information and/or to RSVP, please contact Theresa Randall at 257-8108.

Performance Measures Initiative: Wraparound Milwaukee is launching a Performance Measures Initiative, which will formalize a process for reporting, tracking, and communicating key measures of Provider performance for Network services. Performance will be measured for agency compliance with program requirements, audits, service fidelity, benefits to enrollees and enrollee/family satisfaction. These performance measures will be reported in the Synthesis Resource Guide for Care Coordinators and families to use in the informed selection of providers and services.

Wraparound Milwaukee will provide updates on this initiative at future Provider Meetings.

New Vendor Orientation is February 2, 2012 from 9am to 12pm. This is mandatory for all new vendors, but existing vendors can send any new administrative staff.

MOBILIE URGENT TREATMENT TEAM (M.U.T.T.)

Chris Morano, *M.U.T.T. Director*, announced that there is a youth summit conference coming up in May (Mental Health Month). The focus of the conference will be to help youth obtain the supports and strategies they need to achieve, and reducing the stigma of mental illness. The conference will take place May 3-4, 2012. Dr. Green is the speaker and will provide workshops to parents around what kids need to succeed.

Dr. Morano wanted to remind providers that if they have a youth over 18 years of age that needs a crisis stabilizer to bring it to eh team. Services do not stop at the age of 18.

QUALITY ASSURANCE & QUALITY IMPROVEMENT

Pam Erdman, *QA/QI Director*, stated that there are still agencies that have not returned their 2012 Policy and Procedure Sign-off Sheet. A list of agencies that have not submitted the sign-off sheet was available for viewing.

Pam reported that the State audit (MetaStar) is complete. The exit conference was very positive. There may be a few recommendations. A draft/final copy of outcome of audit should be received by the end of January.

Pam wanted to remind everyone of the appropriate use of email and that any discussions around enrollees/services should happen face-to-face. All communication outside of the Child & Family Team is inappropriate.

FINANCE

Janet Friedman, *Administrative Coordinator*, reminded providers that all invoices for December 2011 services are to be submitted no later than February 29, 2012, as invoices received after this date will not be paid.

Effective the week of February 5, 2012, payment processing days will be on Tuesday mornings instead of Wednesday mornings.

UPCOMING EVENTS

CRISIS TRAINING

Tuesday, February 21, 2012
8:30 a.m. to 12:30 p.m.

Wraparound Milwaukee Administrative Office - Room 416

Please RSVP to:
Theresa Randall at 257-8108 or theresa.randall@milwcnty.com

PROVIDER TRAINING

LEVEL I

Friday, February 24, 2012
9:00 a.m. to 3:00 p.m.
RSVP by 2/20/12

LEVEL II

Friday, March 23, 2012
9:00 a.m. to 12:00 p.m.
RSVP by 3/19/12

Wraparound Milwaukee Administrative Office - Room 416

Please RSVP to:
[Theresa Randall at 257-8108 or theresa.randall@milwcnty.com](mailto:theresa.randall@milwcnty.com)
Limited to 40 participants
First Come, First Serve

FISCAL TRAINING

Monday, February 27, 2012
9:00 a.m. to 11:00 a.m.

Wraparound Milwaukee Administrative Office - Room 212

- WHO SHOULD ATTEND -

Anyone who requires training in Synthesis billing/authorizations and the Wraparound provider invoicing process

Please RSVP by February 20, 2012 to:
Sylvia Cruz at 257-7953 or sylvia.cruz@milwcnty.com

NEXT PROVIDER MEETING

Monday, March 26, 2012
1:00 p.m. to 2:00 p.m.

St. Aemilian-Lakeside, Franciscan Center
3939 N. 88 Street

ALL AGENCIES ARE ENCOURAGED TO ATTEND