

# WRAPAROUND MILWAUKEE



## PROVIDER NETWORK NEWS & NOTES

March 26, 2012 – 1:00 pm



### PROVIDER NETWORK

**Wes Albinger**, *Provider Network Coordinator*, informed the providers that they will need to submit any direct service provider staff changes that occur within the agency on a more frequent basis. There is a vendor staff delete sheet report in Synthesis that can be used to do this. Agencies will need to run the report on a quarterly basis and send any updates/changes to Wraparound's Provider Network. The potential first date to begin this process is the end of June. An email will be sent with details.

Wraparound Milwaukee has added another level of Provider Philosophy Training session. This training is geared towards people at the agency who have supervisory responsibilities. The training will take place on May 18, 2012 from 1-4pm. An email announcement will be sent with complete details.

**REMINDER:** All providers that drive for any purpose related to Wraparound services must have valid driver's license at all times services are provided. For these providers, a driver's abstract is submitted/reviewed when the add request is sent prior to services being rendered. Agencies must be conducting the driver's abstracts, at minimum, on an annual basis, however often is necessary to ensure that there are no lapses in license validity. Agencies must develop a written policy which confirms with the following:

1. Agency shall notify employees in writing that they must provide immediate (within 24 hours of the event) notification to Agency of any change in validity (suspended, revoked, expired, surrendered, etc.) of his driver's license.
2. Upon notification from employee to Agency as described above, Agency shall immediately suspend employee from driving for any purpose related to Wraparound Services and shall notify Wraparound Milwaukee within two business days.

3. If employee fails to report the suspension, revocation, or expiration of his/her license and services are billed during the non-valid period, s/he will be immediately terminated from Wraparound Milwaukee, and all services paid during the non-valid period will be subject to recovery.

**CLUBHOUSE UPDATE:** Crisis and Mentor providers – there will be some strict guidelines put in place on the use of the Clubhouse. Changes will include minimum age requirements, accountability guidelines, etc. Providers may need to find other arrangements (i.e., community venues) to go for youth under the age of 16. Watch your email for announcement.

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

**Chris Morano**, *M.U.T.T. Director*, reminded everyone of the upcoming youth summit conference on May 3<sup>rd</sup> and 4<sup>th</sup>.

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. Dr. Green is the speaker and will provide workshops to parents around what kids need to succeed. The cost of the summit is \$20/youth and \$50-\$75/adult (per day). The youth will put on a play and there will be group activities for all to participate in.

### QUALITY ASSURANCE & QUALITY IMPROVEMENT

**Pam Erdman**, *QA/QI Director*, reported that Wraparound Milwaukee participated in an initiative with the Center for Health Care Strategies, which focused on improving the outcomes for children in the child welfare system. Wraparound looked at how psychotropic medications impacted on children.

The information gathered resulted in a Toolkit put together by the Center for Health Care Strategies. This Toolkit can be accessed at: <http://www.chcs.org/publications3960>. Click on the Children's Health tab then the Child Welfare tab.

**STATE AUDIT OF WRAPAROUND:** The final audit report from MetaStar has not been received to date, but Wraparound will be focusing on four items this coming year at the recommendation of MetaStar:

1. Timely Access – have so many days/month to initiate service with youth/family
2. Practice Guidelines – monitor identified services
3. Utilization Management – new policy & procedure created
4. Expand credentialing protocol to include non-clinical providers

**COLLEGE DEGREES/DIPLOMAS:** Recently, during the process to add new providers into the Network, it was discovered that unauthentic diplomas/degrees were being submitted. Agencies should be cautioned that there are a number of "diploma mills" that are producing fake diplomas/degrees. These alleged universities and colleges are generally storefront scams that can be accessed on-line. For a costly fee they will produce a diploma and other "degree" documents.

When current employees or potential employees are submitting the necessary paperwork required to verify their academic history, please pay extra attention to the diploma appearance and name of the university/college. There are several websites that you can utilize that identify "unaccredited" colleges/universities. Just Google unaccredited schools.

**CULTURAL DIVERSITY:** It is being proposed that a Cultural Diversity In-service will be planned at some point this year in place of a provider meeting. If anyone has any ideas of potential speakers that could come speak email Pam Erdman at [pam.erdman@milwcnty.com](mailto:pam.erdman@milwcnty.com).

## **\*\*UPCOMING EVENTS\*\***

### **PROVIDER TRAINING**

#### **LEVEL II**

**Friday, May 18, 2012**  
**9:00 a.m. to 12:00 p.m.**  
**RSVP by 5/14/12**

#### **WRAPAROUND PHILOSOPHY SUPPORTING THE PRACTICE MODEL**

**Friday, May 18, 2012**  
**1:00 p.m. to 4:00 p.m.**  
**RSVP by 5/14/12**

**This training is geared towards individuals who have programmatic, management, or administrative responsibilities, or otherwise have a role in defining or influencing organizational culture.**

**All Training Take Place at  
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**

## **\*\*NEXT PROVIDER MEETING\*\***

**Monday, May 21, 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**