



# **WRAPAROUND MILWAUKEE**



## **REACH**

**(Reaching, Engaging and Assisting Children [and families])**

## **O'YEAH**

**(Older Youth and Emerging Young Adult Heroes)**

## **FISS**

**(Family Intervention Support Services)**

# **QUALITY ASSURANCE/QUALITY IMPROVEMENT DEPARTMENT**

## **Mission Statement**

**To ensure quality care and promote continuous quality improvement of services and processes in order to meet the needs of the youth, families and young adults being served.**

## **Goals**

- 1. To assess the effectiveness of the wraparound approach in improving the quality of life for the youth, families and young adults.**
- 2. To ensure youth/family/young adult access to care and services that are individualized, strength-based, culturally sensitive, needs-driven & trauma informed.**
- 3. To join with all community and system partners to create opportunities for positive programmatic and systemic change.**
- 4. To establish policies and procedures that promote and ensure best practice and quality service delivery.**
- 5. To assess and monitor outcomes and implement change.**
- 6. To monitor service provision to ensure quality care.**