



QUALITY ASSURANCE/IMPROVEMENT SEMI-ANNUAL REPORT

July 1st – December 31st, 2010



Striving for Excellence

THIS REPORT.....

Demographic InformationPg.2

Outcome Indicators

FunctioningPg. 3-4

Living EnvironmentPg.4

SchoolPg. 5

Youth/Family SatisfactionPg. 5-8

Costs/Services.....Pg. 8

Process Indicators

Plan of CarePg.10

Family and Community-Based

Service Delivery & Collaboration.....Pg.10

Audits/Surveys/Evaluations/Reports..Pg. 10-11

Utilization Review.....Pg. 11

Structure Indicators

Child and Family Team Meeting..... Pg. 11

Training.....Pg. 12

Grievances/ComplaintsPg. 12-13

Information Technology

System.....Pg.13

Wraparound Provider Network... ..Pg. 13-14

Centralized Quality Assurance.....Pg. 14

Wraparound Youth Council.....Pg. 14

Other AccomplishmentsPg.15-16

NEW ENROLLEE DEMOGRAPHICS



WRAP/REACH Enrollment = 376

WRAP/REACH Disenrollment = 335

Average Daily Census = 848

Total youth served = 1,186

GENDER

- Females = 107 (28%)
- Males = 269 (72%)

AGE (365 youth represented in this data)

- Average age = 14.4 y.o.

ETHNICITY (369 youth represented in this data)

- African American = 273 (74%)
(71% male – 29% female)
- Caucasian = 48 (13%)
(58% male – 42% female)
- Hispanic = 29 (8%)
(93% male – 7% female)
- Bi-racial = 15 (4%)
(73% male - 27% female)
- Asian = 1 (.3%)
(0% male – 100% female)
- Native American = 1 (.3%)
(100% male – 0% female)
- Other/Unknown = 2 (.6%)

COURT ORDER (376 youth represented in this data)

- 47% of youth who were enrolled into Wraparound were on Delinquency Order (N=178)
- 15% were on a CHIPS Order (N=56)
- 5% were on a JIPS Order (N=21)
- .5% were on a Dual (CHIPS/Delinquent) Order (N= 2)
- 32% - NO Court Order (REACH youth) (N =119)

DIAGNOSIS (329 represented in this data.)

Youth may have one or more diagnosis)

- Conduct Disorder = 184
- ADHD = 170
- Mood Disorder = 168
- AODA Related = 111
- Learning Disorder = 101
- Developmental Disorder = 93
- Anxiety Disorder = 67
- Depressive Disorder = 57
- Adjustment Disorder = 22
- Personality Disorder = 13
- Thought Disorder = 7
- Eating Disorder = 3
- Other = 105

YOUTH ISSUES (youth may have one or more issues.)

249 youth represented in this data – **WRAPAROUND only**)

- School/Community Concerns = 227
- Severe Aggressiveness = 171
- Attention Problems= 162
- System Involv. – Juv. Jus. = 149
- Drug/Alcohol Abuse = 146
- Major Affective Illness = 130
- Runaway Behavior = 126
- System Involv. – MH. = 121
- H/O Sexual Misconduct = 111
- System Involv. – Education. = 110
- Hx. of Psychiatric Hosp = 110
- System Involv. – Child Protective Svcs. = 86
- Suicidal Behavior = 76
- Fire setter = 58
- Physical Disability = 56
- Previous Physical Abuse = 45
- Psychosis = 48
- Dev. Disorder/Autism = 46
- System Involv. – Social Svcs. = 40
- Sexual Abuse Victim = 38
- Adjudicated Sex Offender = 33
- Sex Offender (Registered) = 5
- Other = 143 (For example: stealing, manipulative behavior, traumatic events/illnesses)

FAMILY ISSUES (family may have one or more issues.)

249 families represented in this data– **WRAPAROUND only**)

- Out-of-Home Placement = 123
- Abandonment by Parent = 142
- Parental Severe Mental Ill. = 102
- Parental Incarceration = 118
- Substance Abuse Caregiver = 111
- Sibling Foster Care = 52
- Felony Conviction = 59
- Domestic Violence = 81
- Neglect = 55
- Previous Psych. Hosp = 29
- Sibling Institutionalization = 41
- Non-adjudicated Abuse = 35
- Adj. Sexually Abusive Caregiver = 10
- Adj. Phys. Abusive Caregiver = 14
- Parent Dev. Disability = 31
- Other = 102 (For example: traumatic events/illnesses/deaths, divorce/separations, adoptions)



OUTCOME INDICATORS

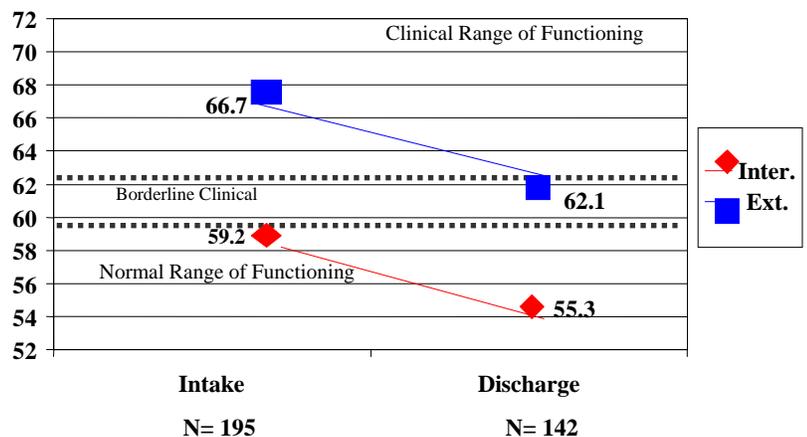
Functioning

The functioning levels of the youth in Wraparound/REACH are currently being measured by the Child Behavior Checklist (CBCL) and the Youth Self-Report (YSR). The evaluation tools are collected at Intake, 6 months, 1 year-2 years-3 years, etc. and at disenrollment on every enrollee.

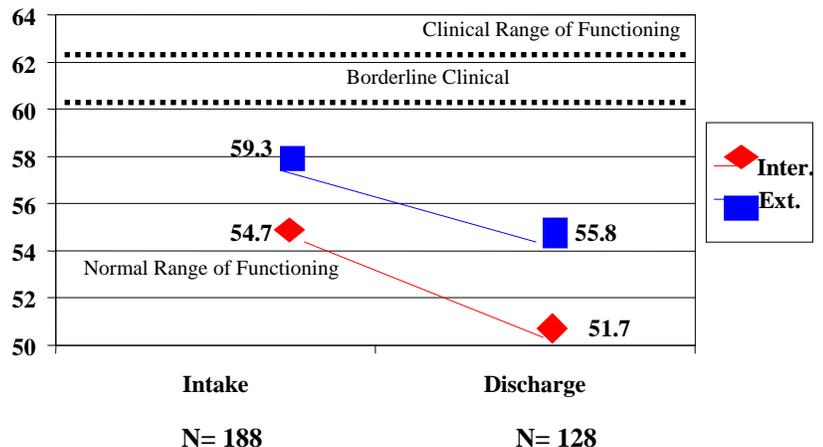
The **CBCL** is filled out by the parent/primary caregiver and provides information about the internal (mood, thought processing) and external (social/interpersonal interactions, community-based behaviors) behavioral issues of a child during the preceding six-month period. It comprises various individual scale scores consisting of symptoms of depression, anxiety, withdrawal, social problems, thought problems and delinquent and aggressive behavior. Raw scores are calculated for each scale and are converted to T-scores based on a normative sample. The results can be utilized by the Child and Family Team to identify areas of need that should be addressed within the Plan of Care.

The **YSR** is similar to the CBCL. It is completed by youth 11 years of age and older.

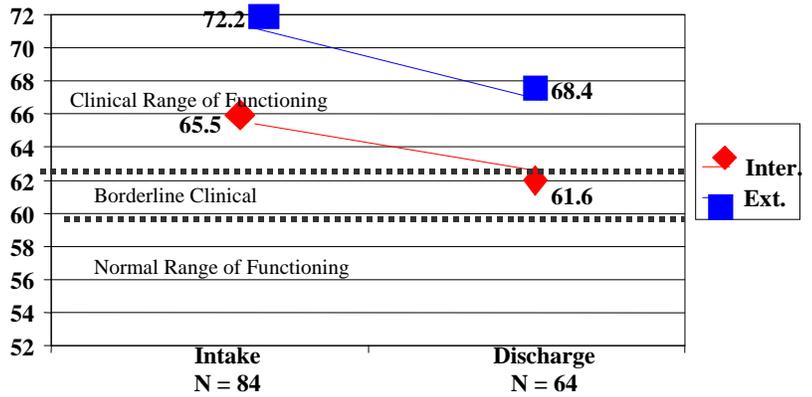
WRAPAROUND
CBCL T-Scores from Intake to Discharge
 (Disenrollments from 7/1/10 – 12/31/10)



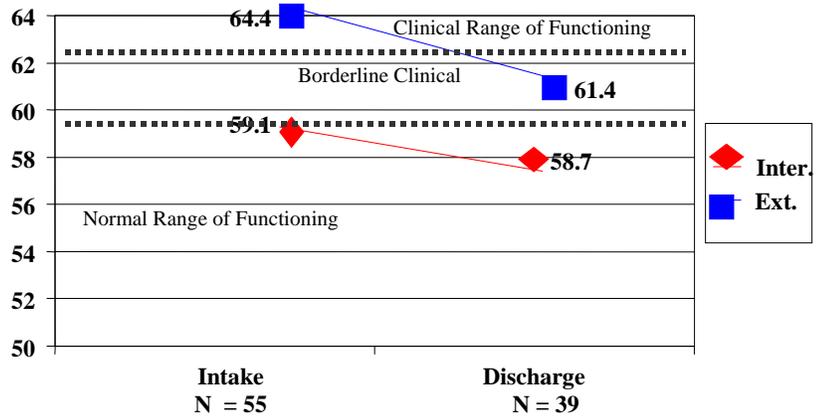
WRAPAROUND
YSR T-Scores from Intake to Discharge
 (Disenrollments from 7/1/10 – 12/31/10)



REACH
CBCL T-Scores from Intake to Discharge
 (Disenrollments from 7/1/10 – 12/31/10)



REACH
YSR T-Scores from Intake to Discharge
 (Disenrollments from 7/1/10 – 12/31/10)



Living Environment



Wraparound youth at enrollment are living in a variety of places. The level of restrictiveness of the placement varies. Wraparound is committed to getting youth into and/or keeping youth in the least restrictive environment possible and in minimizing the number of placement changes that a youth encounters.

PERMANENCY

(No REACH youth are included in this data as they are not in out of home placements)

In defining the data below, permanency is described as: 1.) youth who returned home with their parent(s), 2.) youth who were adopted, 3.) youth who were placed with a relative, 4.) youth placed in subsidized guardianship, 5.) youth placed in sustaining care, 6.) youth in independent living.

For the 179 Wraparound youth that completed the program, excluding those youth that upon discharge were on runaway status (26 or 15%) or had been placed in the Department of Corrections (2 or 1%), 138 or **77% of those youth achieved permanency**. Placements for youth who did not achieve permanency were: 6 in Respite Care, 2 in Transitional Foster Care, 2 in Group Home Care, 2 were in an Inpatient Hospital and 1 was in Residential Care.

School

Wraparound Milwaukee is invested in ensuring that the youth we serve are getting the best education possible, that all educational needs are identified and that attendance improves.



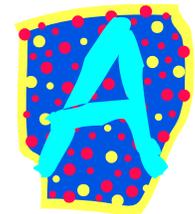
Of the new enrollees for which school data was entered into the Synthesis database during 7/1/10 – 12/31/10 the following was revealed:

	<u># WRAP</u>	<u>%WRAP</u>	<u>#REACH</u>	<u>%of REACH</u>
K-5 th grade	12	4%	28	35%
6 th - 8 th grade	60	24%	30	37%
9-12 th grade	175	71%	23	28%

Youth in Wraparound are attending school approximately 86% of the time, while those in REACH are attending school approximately 89% of the time.

Youth/Family Satisfaction

Youth/Family satisfaction is currently being measured through the surveys that are being administered through the Wraparound QA Department in conjunction with Families United of Milwaukee, Inc. These surveys inquire about the satisfaction level of the family/youth as it relates to the provision of Care Coord. and Provider Network services.



Family/Youth Satisfaction Levels related to Care Coordination Services

Surveys related to the families' satisfaction levels with Care Coordination are distributed at 1-month, 6-months, 1-year/2-year/etc. and at disenrollment. A 5-point ranking scale is utilized with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree". An option of "Not Applicable" is also available.

Survey Time Frame	# of Surveys Sent	# of Surveys Received	Return Rate	Average Overall Score
1-Month	287	41	14%	4.77
6month/yearly	691	67	10%	4.50
Disenrollment	335	273	81%	4.12

1-month Care Coordinator Family Survey Results:

- 1). My CC has been polite and respectful to me and my family. 4.95
- 2). Meetings with my care coordinator have been scheduled at times and places that are convenient for me. 4.85
- 3). I know how to reach my care coordinator when I need to. 4.79
- 4). My care coordinator returns my calls within 24 hours. 4.83
- 5). I know how to reach my care coordinator's supervisor. 4.65
- 6). The contents of the enrollment folder were explained to me. 4.69
- 7). My care coordinator has talked with me about a Crisis/Safety Plan for my family. 4.69
- 8). I've been offered choices about the services my family receives. 4.66
- 9). Overall, I feel satisfied with the services my family is receiving. 4.79



**Average
Overall Score
4.77**

6mo/yearly Care Coordination Family Survey Results:

- | | | |
|------|---|------|
| 1). | My CC has been polite and respectful to me and my family. | 4.85 |
| 2). | I'm seeing my care coordinator as often as I'd like to. | 4.32 |
| 3). | Meetings with my care coordinator have been scheduled at times and places that are convenient for me. | 4.68 |
| 4). | My care coordinator follows through with what she/he says she/he's going to do. | 4.50 |
| 5). | My care coordinator returns my calls within 24 hours. | 4.51 |
| 6). | I would be comfortable calling my care coordinator's supervisor if I had any concerns. | 4.39 |
| 7). | I've had the opportunity to include people on my team that are important in our family's life. | 4.47 |
| 8). | I've been offered choices about the services my family receives. | 4.42 |
| 9). | I get every copy of my Plan of Care. | 4.55 |
| 10). | I understand my Plan of Care and how it can help me and my family. | 4.49 |
| 11). | I feel Wraparound has been sensitive to my cultural, ethnic and religious needs. | 4.64 |
| 12). | My team is starting to work to prepare my family for disenrollment from Wraparound. | 3.98 |
| 13). | Overall, I feel the care provided to me/my family so far has been helpful. | 4.57 |

**Average
Overall Score
4.50**

Disenrollment Care Coordinator FAMILY Survey Results:

- | | | |
|-----|---|------|
| 1). | After disenrollment from Wraparound I will know how to get services and supports that my family may still need. | 4.30 |
| 2). | If my family does have a crisis, I believe the final Crisis Plan my team developed will help us. | 4.05 |
| 3). | I feel my family and I were treated with respect while enrolled in Wraparound. | 4.36 |
| 4). | I feel Wraparound has been sensitive to my family's cultural, ethnic and religious needs. | 4.41 |
| 5). | Overall, I believe that care provided to me and my family helpful. | 4.54 |
| 6). | Overall, I feel Wraparound Milwaukee helped empower my family to handle challenging situations. | 4.03 |
| 7). | I feel that my family has made significant progress in meeting the Family Vision we have been working towards. | 3.85 |
| 8). | My child's educational needs have been met. | 3.62 |
| 9). | I would recommend this program to a friend. | 4.80 |

**Average
Overall Score for
Family
4.21**

Disenrollment Care Coordinator YOUTH Survey Results:

- | | | |
|-----|--|------|
| 1). | I'm doing better in school than I did before. | 3.97 |
| 2). | I am getting along better with my family than I did before | 3.90 |
| 3). | I liked my Care Coordinator. | 4.55 |
| 4). | I like the services I received. | 4.42 |
| 5). | Wraparound was sensitive to my cultural, ethnic and religious needs. | 4.52 |
| 6). | I feel I was treated with respect while enrolled in Wraparound. | 4.49 |
| 7). | I feel my behavior has gotten better since I was enrolled in Wraparound. | 4.01 |
| 8). | I would recommend this program to a friend. | 4.16 |

**Average
Overall Score for
Youth
4.25**

Family Satisfaction Levels related to *Provider Network Services*

Families also receive surveys inquiring about their satisfaction level related to the services they receive through Wraparound Provider Network. Each survey is reflective of the specific service that a specific Network Provider provides to the family. A 5-point ranking scale is utilized with 1 meaning “Strongly Disagree” and 5 meaning “Strongly Agree”. An option of “Not Applicable” is also available. These surveys are distributed to the families during their 4th and 9th month of enrollment.

Survey Time Frame	# of Surveys Sent	# of Surveys Received	Return Rate	Average Overall Score
4-Month	1,439	60	4%	4.52
9-Month	1,147	57	5%	4.15

NOTE: During review of the survey preparation process it was noted that duplicate surveys were being produced at times. This was occurring as the surveys are produced based off individual Service Authorization Request (SAR) service lines. When more than one service line for the same service is entered on a SAR a corresponding survey is being produced resulting in that duplication. These duplicate surveys will now be pulled. As a result, the “# of Surveys Sent” data should be more accurate. It is hypothesized that the return rate will then go up in both the 4 and 9-month categories.

4-month Provider Survey Results:

- | | |
|---|------|
| 1). Focuses on my family’s strengths | 4.49 |
| 2). Understands our family’s needs and limits | 4.47 |
| 3). Is sensitive to our cultural needs | 4.42 |
| 4). Listens to my family | 4.48 |
| 5). Follows my family’s Plan of Care | 4.54 |
| 6). Has knowledge of families/child development | 4.56 |
| 7). Is respectful to my family | 4.62 |
| 8). Is available when we need him/her | 4.57 |

Average Overall Score
4.52

9-month Provider Survey Results:

- | | |
|---|------|
| 1). Focuses on my family’s strengths | 4.15 |
| 2). Understands our family’s needs and limits | 4.16 |
| 3). Is sensitive to our cultural needs | 4.10 |
| 4). Listens to my family | 4.13 |
| 5). Follows my family’s Plan of Care | 4.21 |
| 6). Has knowledge of families/child development | 4.11 |
| 7). Is respectful to my family | 4.19 |
| 8). Is available when we need him/her | 4.11 |

Average Overall Score
4.15

Provider Survey Outcomes by Service

Referenced below are the overall service satisfaction outcomes per the data that has been collected and entered into Synthesis for the past several years. Only those services in which at least 10 surveys have been received are reported on. A 5-point ranking scale is utilized with 1 meaning “Strongly Disagree” and 5 meaning “Strongly Agree”. An option of “Not Applicable” is also available.

Service Name	# of Surveys Received	Overall Average
After School Programs	17	4.37
AODA Individual/Family Counseling	45	4.54
Crisis Stabilization	419	4.36
Day Treatment – Medicaid	14	4.23

Group Home Care	184	3.63
Housing Assistance	14	4.42
In-Home - Lead	284	4.47
Individual/Family Therapy – Lic. Psychologist, Office-based	68	4.61
Individual/family Therapy – Client/Parent Residence	21	4.79
Individual/Family Therapy – Office-based	154	4.53
Life Skills Training – Individual	13	4.01
Mentoring	112	4.26
Parent Assistance	95	4.55
Psychiatric Reviews/Meds	53	4.28
Psychiatric Review/Meds – with Therapy	21	4.61
Residential Care	252	3.95
Respite – Residential	12	4.11
Special Therapy	23	4.77
Specialized Academic Support	21	4.69
Supervision/Observation	28	4.32
Supported Work Environment/ Job Coach	43	3.87
Transportation	53	4.17
Treatment Foster Care (Agency)	43	4.37
Tutoring	35	4.37

Family Satisfaction Levels related to Out of Home Services

Families also receive surveys inquiring about their satisfaction level related to the services they received through Wraparound Provider Network Out of Home placement agencies, i.e. – residential centers, group homes. A 5-point ranking scale is utilized with 1 meaning “Very Dissatisfied” and 5 meaning “Very Satisfied”. An option of “No Response” is also available. These surveys are administered by a trained Families United of Milwaukee parent representative and are completed upon the youth’s discharge from the out of home facility.

Survey Time Frame	# of Surveys able to be administered	Average Overall Score
Upon discharge from the facility	61	3.88

Out of Home Survey Results:

- | | |
|--|------|
| 1). How satisfied were you with the care that your child received in the facility? | 4.25 |
| 2). How easy was it to stay in contact with your child (phone and travel)? | 4.35 |
| 3). How well did the staff keep you/your child informed through the time your child was in placement? | 4.07 |
| 4). How well do you feel your child has improved during this placement? | 3.87 |
| 5). How well did the staff do in terms of giving you ideas or teaching you new techniques you could use with your child at home? | 3.69 |
| 6). How safe did you feel your child was in the facility? | 4.17 |
| 7). How culturally sensitive do you feel the staff were to the needs of your child? | 4.26 |
| 8). Would you utilize this placement again or recommend it to other families | 2.60 |

**Average
Overall Score
3.9**

Costs/Services



The cost of providing services for the youth in Wraparound/REACH is less than the cost of care in alternative children's mental health systems and other systems of care.

The overall total number of youth serviced in some capacity from 7/1/10 – 12/31/10 was 1,186.

The average overall cost per month/ per enrollee was \$3,649.00.

This represents a combination of both Wraparound and REACH youths' monthly service costs.

Listed below are several program cost comparisons as it relates to the provision of services. Please note that the monthly cost for Wraparound type services may also include providing care to other family members in addition to the identified enrollee

PROGRAM	APPROXIMATE AVERAGE COST PER MONTH/PER YOUTH
Wraparound Milwaukee	\$3,649
Group Homes	\$5,986
Corrections	\$8,250
Residential Care	\$9,090
Psychiatric Inpatient Hospital	\$38,100

The top five service groups utilized per authorizations from July 2010 through December 2010 in which the client/family were the primary recipients

- 1) **Crisis Stabilization/Supervision** – an average of 733 or 62% of the youth utilized this service in some capacity. During the first half of 2010 an average of 65% of youth utilized this service.
- 2) **In-Home Therapy (Lead- Medicaid)** – an average of 562 or 47% of the youth/families utilized this service in some capacity. During the first half of 2010 an average of 52% of youth/families utilized this service.
- 3) **Transportation Services** – an average of 388 or 33% of the youth/families utilized this service in some capacity. During the first half of 2010 an average of 32% of the youth utilized this service.
- 4) **Individual/Family Therapy – Office-Based** - an average of 362 or 31% of the youth/families utilized this type of service in some capacity. During the first half of 2010 an average of 27% of youth/families utilized this service.
- 5) **Residential Treatment** - an average of 255 or 22% of the youth utilized this service in some capacity. During the first half of 2010 an average of 21% of youth utilized this service.

Although not considered a specific service per se, it is important to note:

*Four hundred and thirty-seven (437) or 37% of the youth/families utilized **Discretionary Funds** in some capacity. This is a 3% increase compared to the first half of 2010. Discretionary funds are flex monies that are often utilized to assist the family in meeting a need that may not be connected to a specific provider-related network service.*

*The majority of Discretionary Fund requests are for assistance/support with **Rent/Security Deposits, social/recreational activities and/or youth incentives.***



PROCESS INDICATORS

Plan of Care

The Plan of Care (POC) is a family and needs-driven document utilizing the strengths of the child/family. The POC is comprehensive and is the driving force behind the services provided. The initial POC meeting is expected to occur within the first 30 days after enrollment. Subsequent POC meetings should be held at least every 60 - 90 days.

Wraparound uses a ranking system in which the family scores each identified “need” on the Plan of Care. A 1-5 ranking scale is utilized with 1 meaning minimal progress was made in that needs area to 5 meaning that the need has been successfully met.

From July 2010 – December 2010

Average overall “Need Ranking” score at discharge was 3.73 (on a scale of 1-5). This is an increase of .22, compared to the last time period ranking at discharge.

The established threshold of desired performance is a 3.75.

Family and Community-Based Service Delivery & Collaboration

Services and support are provided in the youth’s natural environment, including home, school and community. Collaboration within the Child and Family Team, meaning the network of formal and informal supports, must be evident.



Care Coordinators are currently coding identified community-based supports/resources on the Plan of Care Strengths Discovery List. These resources are considered to be “informal/natural” supports, i.e. - are individuals on the Team that are volunteers (unpaid supports), family members, neighbors, clergy affiliations, etc. These supports must be actively utilized, i.e. – be within the “strategy” related to a “need”, to be calculated within the data.

Wraparound strives for at least 50% of the active members on any Team to be informal/community resources.

From 7/1/10 – 12/31/10, an average of **41.1% of the team members on the Wraparound Teams, and 55.2% on the REACH Teams** were informal/community supports.

Audits/Evaluations/Reports/Utilization Review

Wraparound uses auditing processes, surveys, evaluation data and other reported outcomes, as an ongoing means of monitoring the quality of care being provided to youth and families.



SERVICE OVERRIDE REQUESTS/UTILIZATION REVIEW

In June of 2010, Wraparound Care Coordination Agency Supervisors were given authorization to approve override requests submitted by their Care Coordinators/Child and Family Teams for additional service hours above the established capitated amounts/units. While Wraparound has established service hour/unit caps, the ability to request an override allows for flexibility as it relates to service provision, medical necessity and meeting the needs of the youth/families.

Requests that may need approval due to an unusual combination of services being utilized remain a function of the Wraparound QA Department. In addition, every other month, the QA Department reviews established Utilization Review Reports and addresses any outliers.

AUDITS

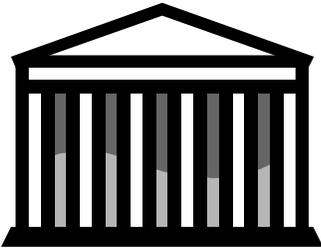
A Care Coordination “Progress Note” audit was conducted during this time frame. A total of 92 client files were audited or approximately 10% of an agencies clientele.

Agency compliance scores ranged from 79% to 94% with the overall average being 88%

PROGRESS NOTE AUDIT INDICATOR AREAS	RANGE OF SCORES	OVERALL COMPLIANCE SCORE
Quality Indicators	76 – 91.5%	86.7%
Technical Indicators	80.6 – 99%	89.3%

(Wraparound Milwaukee has established a 90% compliance threshold)

A comprehensive audit report was given to each of the Care Coordination agencies, which included both overall and agency specific results, identified strengths and recommendations for improvement.



STRUCTURE INDICATORS

Wraparound Milwaukee, as a system of care, utilizes a diversified administrative team, which assesses Provider services, provides training in Wraparound philosophy, and establishes policies and procedures. A structured intake process is utilized with reference to enrolling families into the program. A Care Coordinator is assigned to work with every family. The Care Coordinator organizes and coordinates care for the youth and family. Each family has a Child and Family Team that meets regularly. The Team develops and implements the Plan of Care.

Child and Family Team Meeting

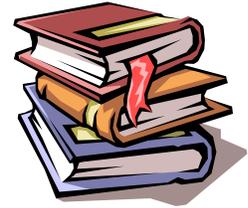
A Child and Family Team (CFT) Meeting is expected to be held once a month to discuss the status of the Plan of Care and the child/family. The CFT meeting must be documented in the Care Coordinator’s Progress Notes and coded as such.



Per Progress Notes dated 6/1/10–11/30/10, the **compliance score** as it relates to **holding a monthly Child and Family Team Meeting for Wraparound youth** was **88.1%** (a 1.1% decrease from the previous 6-month time period), and for **REACH youth** was **94.8%** (a .8 decrease from the previous 6-month time period)
The established threshold for compliance is 85%.

Training

Care Coordinators receive 50+ hours of initial certification training in a curriculum developed by Wraparound Milwaukee. Care Coordinators are expected to complete the training within the first six months of employment. The Training Team consists of a diverse group of individuals from different disciplines. Parents/Caregivers are also training facilitators. Ongoing mandatory and non-mandatory meetings, inservices, conferences, re-certification training, etc. are also offered throughout the year for provider staff and/or families.



One **New Care Coordinator Training** was held during this time frame. A total of 11 -19 new Care Coordinators participated in the Care Coordinator Certification Training in addition to three (3) O'YEAH Transition Specialists and one (1) Wraparound Administrative staff. On average, six (6) Families United of Milwaukee parent/youth facilitators provided their expertise!

Several inservices/workshops took place, providing continuing educational opportunities for Wraparound –related staff.

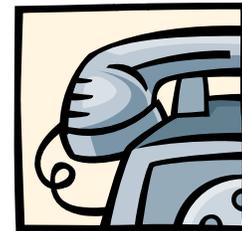
These consisted of:

- “Special Education Mediation”
- “Restorative Justice Training”
- “Wisconsin Job Corps”
- “Badger Care/T-19/Maximus/FAST”
- “Hot Topics in Diagnosis”
- “Working Safely in the Community”
- “CANS Training”

Wraparound Administration offered a **series of training opportunities for crisis stabilization providers**. The sessions focused on HIPAA/confidentiality, crisis policy and documentation expectations, managing risky behaviors, boundaries/ethics, overview of crisis-related policies, the role of/collaboration with MUTT and Wraparound 101, which focused on wraparound philosophy. Wraparound Administration is hoping to offer these trainings again in the spring of 2011.

Grievances/Complaints

Wraparound Milwaukee, as a system of care, has a formal grievance procedure and a complaint investigative and reporting process. Complaints can be generated by any party within the Wraparound system of care. Grievances are primarily generated by family members/enrollees.



One grievance was filed in 2010. Prior to this, the last grievance that had been filed was in 2002.

Wraparound Milwaukee identifies a grievance as the action a recipient may choose to pursue if they are not happy with the outcome of a filed complaint.

Complaints that were logged during the time frame of 7/1/10 – 12/31/10 consisted of:



7 written complaints
+ 3 verbal complaints
10 total complaints



# of 2005 complaints	# of 2006 complaints	# of 2007 complaints	# of 2008 complaints	# of 2009 complaints	# of 2010 complaints
26 out of 1,018 served or 2.4%	14 out of 984 served or 1.4%	12 out of 1,018 served or 1.1%	17 out of 1,238 served or 1.3%	24 out of 1,353 served or 1.7%	21 out of 1,486 served or 1.4%

Complaints were generated from the following sources:

- ❖ Five (5) from Care Coordinators/Care Coordinator Supervisors
- ❖ Two (2) from a Parent/Guardian
- ❖ Two (2) from Wraparound Administration
- ❖ One (1) from a community M.D.

Complaints were filed against:

- ❖ Seven (7) against Service Providers
 - 1 related to Group Home Care
 - 2 related to Residential Care
 - 2 related to Crisis Stabilization Services
 - 1 related to Transportation Services
 - 1 related to M.D. Medication services
- ❖ Two (2) against Care Coordinators – HIPAA violations
- ❖ One (1) against Wraparound Milwaukee – HIPAA violation

Outcomes

- ❖ Seven (7) complaints were substantiated
- ❖ One (1) complaint was partially substantiated
- ❖ One (1) was unsubstantiated
- ❖ One (1) remains open and is pending

Information Technology System

Wraparound Milwaukee, as a system of care, has an Information Technology System (IT) - Synthesis. Reports are generated reflecting a variety of data including utilization review. These reports are analyzed for variances from desired practice both as a system and by individual client if necessary. Summary information for these reports is developed and forwarded to the QA/QI Department and the Wraparound Management Team for review. Reports are distributed to stakeholders as appropriate.



During this time period the following Synthesis enhancements/happenings have occurred:

- 1) An additional IT staff was brought on board to assist with the gradual transition of moving Synthesis to a new programming platform.
- 2) Work began on re-writing the Plan of Care with the aim to make it easier to enter information into the Plan and being able to update certain sections in between formal Plan of Care meetings.
- 3) Development also began with regards to entering CANS evaluation tool data into the Synthesis software.

Wraparound Provider Network

The Wraparound Provider Network (WPN) is a diverse group of individuals/agencies that provide mental health and support services for the children and families in Wraparound, REACH, Family Intervention and Support Services (FISS) and the O'YEAH programs.



Currently, the **Network contains 185 Providers Agencies.** Within those agencies there are approximately 1,420 individual providers with 370 of them providing AODA or behavioral health services.

Approximately seventy-four (74) different types of services/service categories are offered.

No New Provider Orientations took place during this time frame.

There was one **Level I Provider Training** that was offered in October,

There were **fifty (50) Out of Network Requests** that were submitted during this time frame. Requests were primarily submitted for services such as psychological evaluations, competency restoration and individual therapy. **Three (3) of the 50 requests were denied** primarily due to the requested service not meeting Wraparound requirements, the agency being requested to provide the service had been previously denied, and the out of network request did not correspond to the service being requested.

Centralized Quality Assurance Committee

Wraparound Milwaukee actively participates in the Countywide quality assurance initiative. Centralization promotes and improves communication between all County Divisions and Departments with regards to the standardization of quality assurance issues/processes/procedures and practices.



During the second half of 2010 the QA Committees' efforts focused on the following:

- Continued to strategize collaboratively and collectively as issues arose within one or more programs/networks
- Discussions related to revisions that needed to be integrated into the 2011 Fee-For-Service Agreement.
- Discussions related to the use of Provider Agency Independent Contractors/Subcontractors
- Discussed outcomes/next steps of ongoing audits/reviews.
- Began to address audit/review plans for 2011

Wraparound Milwaukee Youth Council

The Wraparound Milwaukee Youth Council is a group of Wraparound youth who have come together in an effort to support, guide and encourage each other and to build healthy community relations.



In 2009, St. Charles and My Home Your Home Care Coordination Agencies took the lead role in coordinating and implementing the Wraparound Youth Council. The Youth Council is comprised of youth participants from the Wraparound and REACH programs. It is an avenue for participants to explore new topics and activities, as well as connect and learn from other youth in similar situations. The Youth Council vision, "Have Fun and Learn New Things" was established by 9 chosen youth Board Members. The Youth Council generally meets twice a month.

Youth Council activities and happenings that occurred during this time frame:

During this time the Youth Council held 8 planning meetings (board meetings) and one planning meeting with the Care Coordination agencies. During the 8 planning meetings, youth got to plan events, play games, and share ideas about what they want to get involved in.

The Council organized/held several events which included:

- Attended a Brewer Game in September
- Attended a Haunted House in October
- Held a catered Thanksgiving Dinner in November
- Went Ice Skating at Red Arrow Park in December

The Youth Council was able to send one youth to Washington DC to participate in the Youth in Transition Conference which also included participation in the Training Institutes and the Youth Tracks which were forums to discuss issues effecting today's youth and their transition into adulthood.

In addition, the Youth Council participated in two Family Orientations, explaining to newly enrolled families the positive impact that Youth Council can have should their child become involved.

Lastly, new promotional t-shirts and water bottles were made to help spread knowledge about and encourage interest in the Youth Council.

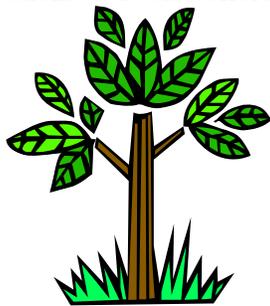
OTHER ACCOMPLISHMENTS

Positive Recognition Announcements

A total of twenty- four (24) Families/Service Providers/System Collaborators and/or Care Coordinators were recognized in the first half of this year through the **Positive Recognition Announcement**. The Positive Recognition Announcement is a format that enables anyone involved in the Wraparound system of care to recognize the hard work, dedication, perseverance, etc., of another. Those recognized are identified in the monthly Wraparound Newsletter.

Consultation

Dr. Kozel, Dr. Herrmann and Dr. McClymonds– Wraparound affiliated psychiatrists, continue to conduct “**Child Psychiatry Consultation**” sessions. These are over-lunch work sessions in which the doctors provide medication information and psychiatric consultation for the Care Coordinators. Each of the eight Care Coordination agencies attends two sessions per year. “**Parent Consultation**” sessions were also offered.



Family Orientations

Four Family Orientations were held during the second half of 2010. In total, approximately **182 family members attended** the orientations. In addition, on average, five (5) Families United of Milwaukee Representatives assisted with each orientation providing support and guidance.

The orientations are **sponsored by Families United of Milwaukee, Inc. in partnership with Wraparound Milwaukee**. The orientations focus on defining Wraparound and Families United roles and what they can offer the families as well as the role of the Care Coordinator. In addition, Child and Family Team composition, service provision, system partner collaboration, crisis services, paperwork/evaluation requirements and the disenrollment process are discussed. All new families entering the Wraparound program are invited and encouraged to attend. Families United of Milw. staff continues to call families in an effort to encourage attendance at the Family Orientations. Their efforts have proven successful as the number of families attending the orientations continues to increase!

Cultural Diversity Committee

The Wraparound Cultural Diversity Committee meets bi-monthly. The Committee’s efforts have been directed at promoting cultural diversity and awareness in our actions, interventions, services and policies. Committee activities included:

1. The training packet and Power Point presentation was reviewed and revised
2. Began dialoguing about committee plans/hopes for 2011 (training, speakers, possible conference ideas) and ideas for possible workshop/conference speakers were shared.
3. Discussed distributing a brief survey at the January 2011 Provider Network Meeting to gather information about the Providers awareness of the Committee and the demand for continued diversity training.
4. The Committee held their annual Holiday Diversity Luncheon in December.
5. Committee Board positions were approved for 2011.
6. 2011 meeting dates were established.

Visits from other Sites/Programs, Technical Assistance, Presentations

- 1). In October, three staff visited Wraparound Milwaukee **from the system of care in Orange County, FL**. An overview of the Wraparound Milwaukee program was provided along with information about our Care Coordination Services, Provider Network, working with High Risk Youth, MUTT, Families United of Milwaukee, our IT system – Synthesis and QA/QI.
- 2). Pam Erdman - Wraparound Milwaukee QA Director, presented two workshops at the Wisconsin Occupational Therapy

Association (WOTA) Conference in October. The presentations consisted of, “The Occupational Therapist in the Role of Care Coordinator and Quality Assurance Director in a Managed Care Setting” and “ The Wraparound Milwaukee Program – An Overview”.

Mobile Urgent Treatment Team (MUTT) Update

From June 2010 to December 2010, MUTT assisted 776 new families in the community. These contacts were split between Wraparound families, treatment foster care, kinship care, juvenile delinquency, school, and general community calls.

At present, there are 547 youth receiving crisis 1:1, many who are overseen by MUTT. Overall, MUTT assisted with over 2,500 calls in the community during this time frame.

MUTT continues to support crisis stabilization agencies, group homes, and treatment foster care providers through review of documentation, supervision, and training of staff.

Wraparound remains committed to providing quality care to the youth and families that we serve. It is the responsibility of Wraparound and all its affiliated partners to be actively involved in the process of continuous quality improvement.

☺ *Thank you to all the individuals who contributed to this report in some way. Your time is greatly appreciated!*

Respectfully Submitted,

*Pamela Erdman MS, OTR
Wraparound Milwaukee Quality Assurance Director*