



# Wraparound Milwaukee ~ Training 2023

Updated: 8/31/2023

Required for CC Certification

Name of Training	Required for CCs?	Where to find it	Who can register?
<b>Foundations series (5 days)</b> <i>Values, philosophy and process; Crisis planning; Strength-based documentation; Team meeting facilitation</i>	Yes (within 3 mo of hire)	Registration link on calendar on "Day 1"	Sup/lead should register new CC
<b>New Employee Orientation:</b> <i>Welcome; QA / Improvement; Adhering to Policies; Working with Youth</i>	Yes (within 3 mo of hire)	Moodle	No registration required
<b>Introduction to the Family Handbook</b>	Yes (within 3 mo of hire)	Registration link on calendar	Anyone
<b>Working with Children's Court</b>	Yes (within 3 mo of hire)	Registration link on calendar	Anyone
<b>Connect Suicide Prevention</b>	Yes (within 3 mo of hire)	Registration link on calendar	Anyone
<b>Working with Schools: SPED law and advocacy</b>	Yes (within 6 mo of hire)	Registration link on calendar	Anyone
<b>Service Implementation and Transition Planning</b>	Yes (within 6 mo of hire)	Registration link on calendar	Anyone
<b>Community Resources</b>	Yes (within 6 mo of hire)	Registration link on calendar	Anyone
<b>Motivational Interviewing</b>	Yes (within 9 mo of hire)	Registration link on calendar	Anyone
<b>7ei Trauma Informed Care</b>	Yes (within 1 yr of hire)	Registration link on calendar	Anyone
<b>Monthly In-Service</b>	Yes	Link on calendar	No registration required
<b>LivingWorks ASIST Suicide Prevention</b>	Optional	Registration link on calendar	Anyone
<b>ACEs</b>	Optional	Registration link on calendar	Anyone
<b>Teen Dating Violence Recognition and Response</b>	Optional	Registration link on calendar	Anyone

**Important Notes:**

CC Certification Training: Must be completed within 6 months of hire.

Lunch and Learn Opportunities / Special Topics: Attendance optional and encouraged

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Descriptions for all offered trainings can be found below

### ACES

The seminal “Adverse Childhood Experiences” study has shed light on the lifelong mental and physical health impact of adversity before the age of 18. As a result, mental and physical health communities, governments, and organizations have increased efforts to become more aware of ACEs and intentional about prevention as a means of promoting and improving population health. Participants will learn about the ACE study and findings, develop an understanding of the relational, behavioral, and neurobiological impact of adversity, and explore resilience and community lead efforts.

### CLTS AND MH / AODA FUNCTIONAL SCREEN

Wisconsin's Functional Screen system is a web-based application used to collect information about an individual's functional status, health, and need for assistance for various programs that serve the frail elderly and people with intellectual/developmental or physical disabilities. The screen is used to determine functional eligibility for certain mental health services, adult long-term care programs, and children's long-term support programs. Experienced professionals, usually social workers or registered nurses, who have taken an online training course and passed a certification exam are able to access and administer the screen. (Wisconsin.gov) Directions to access this training



Functional Screen

can be found here: [access for agencies.docx](#)

### COMMUNITY RESOURCES

This training is an interactive community scavenger hunt. Teams will spend the day in the community touring various community resources, gathering information regarding services and supports offered, and networking with community agencies who are available to the youth and families served by Wraparound Milwaukee. Some of the agencies will be toured with an appointment while others will be a surprise! Care Coordinators have an opportunity to become more familiar with the city and all the resources available within Milwaukee, as well as experience first-hand the opportunities and challenges associated with searching for support.

Learning objectives:

- Locate and tour community resources.
- Understand what different resources offer in order to make appropriate connections with families to meet needs.
- Navigate and become familiar with Milwaukee via car or bus.

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### CONNECT SUICIDE PREVENTION

This training model was developed by NAMI NH.

Participants will learn about:

- The impact of suicide.
- Factors that can increase or lower the risk of suicide.
- The effectiveness of prevention efforts.
- What we can say or do if we are worried about someone who may be at risk for suicide.
- Connecting someone at risk to key community services.
- State and national resources.

### FOUNDATIONS DAY 1 AND 2: WELCOME TO WRAPAROUND VALUES, PHILOSOPHY AND PROCESS

The Welcome to Wraparound Values, Philosophy and Process training offers an overview of the Vision and Mission of Wraparound Milwaukee, as well as a historical look at how Wraparound began and has evolved into the vast and comprehensive system of care we are today. This training is a unique partnership between the trainer, participants, and families who attend in a co-facilitation role. Wraparound is a process of partnering with families as the experts in their own experiences to move through hello, help, healing and hope. This process is explored in detail as Care Coordinators and families walk through Plan of Care (POC) development, beginning with hearing a family's story. The information is then used to work collaboratively with families to identify the family vision, establish needs and goals, create a strengths list, and develop strategies. Families who have been, or are currently, involved in Wraparound share their personal stories and experiences for others to learn from. This training occurs over the course of 2 consecutive days.

Learning objectives:

- Understand the core values of Wraparound Milwaukee.
- Understand the Wraparound process and be able to explain the process to a family or team member.
- Develop and utilize engagement skills with families to effectively hear a family's story and begin to identify the vision, strengths, needs, goals, and strategies.
- Understand the planning process and practice moving through the steps.

### FOUNDATIONS DAY 3: WRAPAROUND CRISIS PLANNING

The Crisis Planning training is a continuation of the partnership with families engaged in the Welcome to Wraparound Values, Philosophy and Process training as Care Coordinators learn to engage with families to understand what crisis is and how to respond in a way that is meaningful and effective for the youth and families

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they serve. The family's story is used to develop the definition of crisis connected to unmet needs, identify triggers, and create intervention strategies. The process of debriefing is explored as a learning tool that informs the proactive plan of care and the responsive crisis plan to help promote stability and healing over time.

Learning objectives:

- In partnership with a family, define crisis and write an effective crisis response plan.
- Understand the nuances of crisis planning for youth who demonstrate high risk behavior.
- Understand the connection between the proactive POC and responsive crisis plan to effectively reduce the likelihood of future crisis by meeting underlying safety needs.
- Understand the role of regulation and stress response in crisis planning.

### FOUNDATIONS DAY 4: RUNNING EFFECTIVE TEAM MEETINGS & CONFLICT RESOLUTION

The running effective team meetings and conflict resolution training is an experiential training focused on skill development. This training provides Care Coordinators with information about what effective facilitation entails and offers an opportunity to practice facilitation and receive feedback through role play activities. Conflict is a normal part of the team process and offers a healthy learning and growth opportunity for teams when managed effectively. Care Coordinators have an opportunity to identify their own conflict management style and explore other styles while developing the skills needed to guide teams through conflict to a point of increased understanding and healthy resolution.

Learning objectives:

- Understand the steps of running an effective team meeting, beginning with preparation.
- Effectively perform the steps of running a child and family team meeting.
- Identify the types and root causes of conflict.
- Understand conflict resolution styles and identify personal styles of conflict management.
- Utilize techniques to manage conflict in a team setting.

### FOUNDATIONS DAY 5: STRENGTH BASED DOCUMENTATION, NEEDS AND GOALS

The strength based documentation, needs, and goals training offers Care Coordinators an opportunity to develop the language and skills necessary to reframe problems into unmet needs and solution focused planning. This training highlights the value of context as a critical component to writing person-centered, trauma informed, respectful, and accurate plans, progress notes, court reports, and other documents. Care Coordinators will take a deeper dive into the nuances of identifying needs and creating meaningful goals to assess progress toward meeting needs and realizing the family vision. This training includes an opportunity for reflection and assessment through a self-audit activity based on a plan written by the Care Coordinator.

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- Demonstrate skills to write strength-based plans and progress notes.
- Understand how to use language to enhance strength based documentation.
- Understand what reframing is and how to apply it.
- Determine the difference between basic needs and underlying needs.
- Develop skills to differentiate needs vs. problems, services, goals or strategies.
- Develop meaningful and clear goals to measure progress toward meeting the need.

### INTRODUCTION TO THE FAMILY HANDBOOK

Participants of Introduction to the Family Handbook training will walk through the contents of the Family Handbook to learn:

- Why it is important for families to understand.
- How to explain it, including consents, complaint/grievance process, and other components.
- How to use the Handbook to navigate the first meeting with the families.
- Why explaining the Handbook fosters communication, trust, and positive interactions, even during some of the most challenging times.

### LIVINGWORKS ASIST SUICIDE PREVENTION

LivingWorks ASIST is a two-day face-to-face workshop featuring powerful audiovisuals, discussions, and simulations. Participants will learn how to prevent suicide by recognizing signs, providing a skilled intervention, and developing a safety plan to keep someone alive. This is a 2 day, in person, highly interactive training experience.

### MOTIVATIONAL INTERVIEWING

Motivational Interviewing (MI) is an evidence-based approach to supporting behavior change. Rooted in the values of partnership, compassion, evocation, and acceptance, MI offers practitioners skills to hold space for change to be explored, evoke change talk and commitment, and pivot when change has stalled. MI is considered a best practice approach because of its broad applicability and success. MI trainings available include introduction to MI, MI refreshers, peer learning groups, and coding and coaching.

### SERVICE IMPLEMENTATION AND TRANSITION PLANNING

Service implementation and transition planning is critical to ensuring long-term support on the healing journey. This training teaches Care Coordinators to effectively use formal services and task-shifting in short and long-term planning to support families to meet their needs. Care Coordinators will explore how to strategize in a way that

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keeps teams moving forward in and beyond Wraparound. The Wraparound Provider and CCS Network offers an array of traditional and non-traditional therapeutic services that families can select from to best fit their needs and preferences. Care Coordinators learn how to engage these supports in the process of transferring their skills and knowledge to the family and informal supports so that expertise is held within the family and their natural support network, and is not lost when a family transitions out of Wraparound or the provider leaves the team.

Learning objectives:

- Understand how to use the Wraparound process to facilitate good transition planning through task-shifting.
- Understand the value of having community resources active on teams.
- Identify the qualities of effective team members/providers that make them a best fit for the youth and family.
- Develop skills to monitor and hold providers accountable in the context of the POC and team meeting process, including task shifting.
- Understand how to use the Resource Guide to engage families in selecting their own providers.

### TEEN DATING VIOLENCE: RECOGNITION AND RESPONSE

Geared for professionals, parents, and youth, this training offers an interactive opportunity for participants to explore their ideas about healthy relationships and intimate partner violence amongst adolescents. This training was developed in collaboration with Sojourner Family Peace Center, Wraparound Milwaukee, LaCausa, and RISE Youth and Family Services in response to the prevalence of violence in teen relationships and limited knowledge about teen dating violence and low confidence in addressing it amongst youth serving professionals. Participants will learn how to both recognize and develop the skills to respond to a youth who is experiencing teen dating violence.

### WORKING WITH SCHOOLS: SPECIAL EDUCATION LAW AND ADVOCACY

The working with schools training provides Care Coordinators with an overview of special education, including the FBA, BIP, IEP, and 504 plan. Care Coordinators will learn how to advocate for children in the educational arena in a knowledgeable and effective manner to ensure the family is heard and students receive the support they need to succeed. This training includes an overview of how to support children in schools using the team process, as well as hold schools accountable regarding access to academic instruction and support in the midst of behavioral discipline practices.

Learning objectives:

- Learn to navigate and collaborate with the educational system.
- Become familiar with day treatment options and programs.

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- Understand the roles, rights and responsibilities of families and schools in relation to special education, 504 plans, ADA.
- Develop a basic understanding of IEP and 504 plans.
- Understand discipline codes and rules in special education to advocate for youth with behavioral and academic challenges in school.

### WORKING WITH CHILDREN'S COURT

The Children's Court training offers Care Coordinators an opportunity to learn more about the roles of each of the legal parties: PD, DA, GAL, as well as explore the court process related to delinquency and CHIPS, or JIPS orders. Care Coordinators will meet various court personnel/legal parties and hear from them directly what they expect from Wraparound in the court process. Additionally, Care Coordinators will receive detailed instruction on how to complete high quality legal documents, such as the court letter and placement changes.

Learning objectives:

- Understand the roles of system partners.
- Understand the different parts of the court hearing/process.
- Understand legal documentation: court letters, TCOPS, legal COPS, as well as time lines for submission.
- Understand techniques for collaboration.
- Learn how to improve team meeting attendance.
- Understand how to effectively advocate for children and families in the court system.

### 7EI: TRAUMA INFORMED CARE

This training was developed by Wellpoint Care Network.

Prevalence. Impact. Perspective Shift. Regulation. Relationship. Reason to Be. Caregiver Capacity.

- Describe the prevalence of adverse experiences and the scope of their impact.
- Define and respond to behavior from a trauma informed perspective.
- Describe how trauma affects the brain and influences development, learning and behavior Identify factors that enhance the capacity for positive relationships for children who have adverse experiences.
- Describe how purpose, belonging and safety enhance children's well-being Identify techniques that enhance caregiver capacity and connect them to outcomes.
- Identify action steps to enhance trauma informed services.

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