

Milwaukee County Behavioral Health Services
Child & Adolescent Services Branch



YOUNG ADULT HANDBOOK

Services and Community Supports for Young Adults
who have Complex Behavioral Health Needs

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Vision & Mission Statement

Vision

To help build healthy and strong communities by enhancing young adults' ability to meet life's challenges and to foster resiliency and hope for a better future.

Mission

1. To serve each young adult with respect and dignity acknowledging their strengths, needs and preferences.
2. To partner with the agencies who work with young adults to create one plan for a better life.
3. To support young adults to remain safely in their homes and communities.
4. To provide quality care that is culturally responsive to the diverse needs of the young adults we serve.
5. To provide leadership in creating lasting resources for young adults in their communities.



Welcome

WELCOME to O'YEAH. O'YEAH is a young-adult centered program that is part of the Wraparound Milwaukee Program run by the Milwaukee County Behavioral Health Division - Child & Adolescent Services Branch. Our offices are at 9455 Watertown Plank Road, Milwaukee, WI, 53226. Our office hours are from 8:00 a.m. to 4:30 p.m. Our office telephone number is (414) 257-7611.

This Handbook will help you understand how O'YEAH works. Please read this over. Your Transition Coordinator will be talking with you about this Handbook.

What is O'YEAH?



O'YEAH offers care and support to young adults who have serious emotional or mental health needs. O'YEAH uses a person-centered Team approach. Together we look at your strengths and needs. We will work with you to help you identify what you need to have a better life. The primary goal is to help you to be independent after you are no longer involved in O'YEAH.

You and your Transition Coordinator will work together to find people, programs and other supports that can assist you in your efforts to achieve your goals.

What is Needed to Take Part in O'YEAH?

To participate in O'YEAH, you must meet the following criteria:

1. You must Medicaid Eligibility.
2. You must need assistance in two or more of the six (6) critical life domains: Living, Working, Belonging, Healing, Learning and Being Safe.



O'YEAH's Commitment to Serving You

This is what it's all about ...

A Voluntary Program that You Choose for Yourself

With the help and support of your Transition Coordinator, O'YEAH...

- Will help prepare and support you as you move from youth to an independent young adult
- Encourages you to lead and be the designer of your own future
- Focuses on Living, Learning, Working, Belonging, Healing and Being Safe.
- Helps prepare you for some of your *first* hurdles: first apartment, first job, first bank account, first college application, first scholarship ... and much more.
- With you in the driver's seat, we will help you put together a Futures Plan and assist you with finding the community resources and support people that you may need.
- Allows you to have your own voice at all times, expressing your own desires and dreams.
- Provides a social network of other young adults.

We think you are ready for this journey!

The Commitment We Need From You

- With the help of your Transition Coordinator, be fully engaged in Futures Planning
- Be as honest as possible in discussing your concerns.
- With support from the team you create, make an effort to follow through with the steps to meeting your future goals.
- Several times throughout the program we will be asking you questions about how you are doing and how you feel about yourself and the program. In addition to helping you see how much progress you are making, what we learn from you helps others. **Thank you in advance for your participation!**

You and Your Transition Coordinator



1. O'YEAH will try to match you to a Transition Coordinator that will work best with you.
2. At your first meeting with the Transition Coordinator, O'YEAH will be fully described to you and the role of your Transition Coordinator explained so you understand how the program can be of support and a help to you.
3. All meetings with you should be scheduled at a time and place that works well for you.
4. The Transition Coordinator will help you put together a group of support people from your community that will be your support team. These people may include friends, family, neighbors and people from organizations that you are affiliated with (e.g., church).

The Transition Coordinator is the person who will partner with you to identify your strengths, needs and desires. From this conversation and perhaps with some input from your team, a personal Futures Plan will be created. This plan will lay out your personal goals and include a list of strategies that will help you move closer to accomplishing these long-term adult/independent living goals. Periodically throughout the program your goals and accomplishments will be reviewed and tracked through a more formal conversation so that you will be able to see how much progress you are making.

Who are Our Funding Sources & Resources?



Wraparound Milwaukee receives funds from many different sources which allows us to serve young adults past their 18th birthday. We have access to Providers from different backgrounds and cultures so that we can offer you a choice in Providers. While there may be certain services you request that we will not be able to cover, your Transitional Coordinator will assist you in locating any possible resource to meet your needs.

O'YEAH also encourages the use of natural supports found in the community. If O'YEAH cannot meet your needs through the current Providers or through your natural supports, we will attempt to locate a Provider or person from your community that **can!**



Confidentiality

All discussions that occur and services that you receive through O'YEAH and community Providers are with your consent. We only share information needed to get and follow through with services and to assure quality care. You are asked to sign consent forms at the start of the program. This lets us share information or get information from past providers or people who have helped you. Information about you is confidential, unless you threaten to harm yourself or others.



Satisfaction

In addition to the forms that your Transition Coordinator will ask you to fill out, we may ask you to complete Satisfaction Surveys. The results of the surveys will help us make improvements in the care we provide. We want you to receive the best care possible while you are in O'YEAH. If you wish, you have the right to refuse to complete the surveys.



Special Requests



1. If you need an Interpreter, please ask your Transitional Coordinator to get this service for you.
2. If you have a specific disability, O'YEAH staff will try to help you find the community supports that can help you.



Medical Assistance, Private Health Insurance or No Insurance

- A. Medical Assistance (Title 19)** - If you currently receive Medical Assistance (Title 19) from any source, such as SSI, Badger Care, W2, etc.:
1. O'YEAH, will provide **mental health and alcohol and drug related services, including inpatient psychiatric care**. You will be placed on the Wraparound Milwaukee HMO for **mental health services only**, and your Forward card will show that right on the card.
 2. You will continue to use your blue Forward Card to get **medical or dental services** like you have in the past (such as prescriptions, medical emergencies, medical doctor appointments, dental appointments, etc.).
- B. Private Health Insurance** - If you currently have Private Health Insurance:
1. Please bring a copy of your private health insurance card to your Transitional Coordinator.
- C. No Insurance** - If you currently have NO insurance:
1. Your Transition Coordinator will work with you to see if you may qualify for any type of Medicaid / Title 19 services.
- D.** You may choose to disenroll at any time from the Wraparound HMO and receive services from your assigned Medicaid HMO or through fee-for-services. The Wraparound Milwaukee Fiscal Office (414) 257-7597) can explain this process to you.

Emergency Mental Health Care (For situations that are life threatening)



If you need **emergency mental health** services and a O'YEAH Provider is not, available, please follow these steps:

- 1 You may get treatment from a non-network Provider **only** if the mental health emergency is **life threatening if psychiatric treatment is not provided immediately**. The person or agency providing the service must call the Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621 as soon as possible.
- 2 If there are no risks of permanent damage to your health, the person or agency must call the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621, **before** providing services to you.



In Case of an Emotional or Behavioral Crisis

Crises are common for young adults with many needs. You and your Transition Coordinator will create a 24-hour Crisis Safety Plan. This Crisis Safety Plan, with your permission, will often include the Wraparound Milwaukee "Mobile Urgent Treatment Team" (MUTT) and/or Adult Psychiatric Services. The Crisis Safety Plan will help you and all those involved with you to know what to do if there is a crisis. **Please follow the Crisis Safety Plan that you and your Transition Coordinator have established.**

How Can I get Help with an Emergency or Crisis?

You can call the Mobile Urgent Treatment Team at (414) 257-7621 - Anytime!

Right to a Second Opinion

Enrollees in O'YEAH have the right to a second opinion from a qualified Wraparound Provider Network Provider. If a qualified Provider is not available in the Network, arrangements will be made for a second opinion outside of the Network, at no charge to you.



Complaints and Grievances

O'YEAH wants to make sure that you receive the best care possible. If you are unhappy with the care you are receiving, we ask that you follow these steps:

1. Let your Transition Coordinator know what you are not happy with, so that he or she can try to help you work it out.
2. If you are not comfortable telling your Transition Coordinator about your concerns, you may call the Program Manager, Rashaan Cherry, at 414-257-7578.

3. If you are not happy with the help you received from either of them, you can call our Quality Assurance Department at (414) 257-6024 and file a formal Complaint. The Quality Assurance staff will write down your Complaint and give it to the staff who will help you.
4. If you would like to give us your Complaint in writing, fill out the Complaint Form you should have received in your Enrollment Packet and send it to Wraparound Milwaukee. If you need help filling out the Form, or you need a Form, you can call the Quality Assurance Department at (414) 257-6024.
5. If you are unhappy with how O'YEAH staff dealt with your Complaint, you may file a Grievance. You can do this by calling the Quality Assurance Department at (414) 257-6024 for assistance or see page 2 of the "Client Rights & Complaint/Grievance Procedure" document in the back of this Handbook for other options.
6. All enrollees in Wraparound Milwaukee / O'YEAH have a right to Appeal any Complaint decisions and/or to directly file a Complaint/Grievance with the State of Wisconsin - Division of Hearings & Appeals (State Fair Hearing). If you need assistance with filing a Complaint/Grievance with the State, you may call the Medicaid Ombudsman at (800) 760-0001 (*see page 2 of the attached "Client Rights & Complaint/Grievance Procedure" document for details*).
7. If a formal, written Complaint/Grievance is about a Reduction or Denial of a covered service, and you file the Complaint/Grievance within 45 days of the decision to reduce or deny the service, then the following applies:
 - A. If you were not receiving the service prior to the reduction/denial, Wraparound Milwaukee / O'YEAH does not have to provide the service while the Complaint/Grievance is in process.
 - B. If you were receiving the service prior to the Complaint/Grievance, then Wraparound Milwaukee / O'YEAH will continue to provide the same level of service while the Complaint/ Grievance is in process. However, we may require you to receive the service from within our Provider Network (*if you are not doing so already*).
 - C. If the Wraparound Milwaukee / O'YEAH decision does not change, you may be responsible for paying for the services you received during the Grievance process.

Why O'YEAH May No Longer be able to Provide Help to You

O'YEAH can no longer provide help to you if:

1. Progress has been made in meeting the needs identified by you and your Transition Coordinator and you no longer need help from O'YEAH.
2. You have gotten as much help as possible from being involved in O'YEAH.
3. You refuse to sign the Futures Plan authorizing services.
4. You cannot or do not follow your Futures Plan for over 30 days.
5. We cannot locate you for 30 days or more.
6. You no longer live in Milwaukee County.
7. You are placed in a correctional facility.

Note: If you move out of Milwaukee County, you must tell your Transition Coordinator right away!

Website



To learn more about Wraparound Milwaukee and O'YEAH, you can go to our Website at www.wraparoundmke.com.

Type "wraparound" in the Site Search box and then click "Go". Some of the things you can find on the Website include:

1. Terms and Phrases Handbook.
2. Frequently Asked Questions.
3. Transportation Consent Forms
4. Positive Recognition Forms
5. Complaint Forms
6. A Staff Directory



Resource Phone Numbers

Mobile Urgent Treatment Team - (414) 257-7621

Wraparound Milwaukee / O'YEAH Staff

Transitional Director - Rashaan Cherry - (414) 257-7578

Finance Department Coordinator - Kenyatta Bryant (414) 257-7597

Quality Assurance Director - Pam Erdman - (414) 257-7608

Provider Network Coordinator - Theresa Randall - (414) 257-6302

Transition Coordinator:

Name _____

Phone Number _____

Others:

*Thank you for taking the time to read this Handbook.
If you have any questions about what is in this Handbook,
please ask your Transition Coordinator.*

We welcome you to O'YEAH!