



# Terms and Phrases

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# Community / Systems Terms

**Badger Care** - Extension of Wisconsin Medicaid that was created to ensure that greater numbers of otherwise uninsured families could obtain medical care by allowing families with incomes up to 185% of the federal poverty level to receive benefits. Badger Care covers the same services as Medicaid but may require payment of a small monthly premium no greater than 3% of the family income.

**Bureau of Milwaukee Child Welfare (BMCW)** - The State entity that oversees child welfare/protective services in Milwaukee County.

**Correctional Facility** - A locked, secure facility in which adjudicated delinquent youth are sent under a Court Order.

**Forward Card** - The blue, plastic recipient identification card for Medicaid/Badger Care Plus.

**Health Maintenance Organization (HMO)** - A private or public run health care agency in which the enrollees often must choose from certain providers/care facilities. Enrollees are most often limited to how many services or how much of a service he/she can receive during a certain time period.

**Independent Living** - Financially being able to support oneself and live freely in a community setting.

**Individualized Education Program (IEP)** - A written, individual plan of educational services for someone who may have special needs in the school setting. Public schools must provide services identified in the IEP.

**Katie Beckett** – Katie Beckett is a special eligibility process that allows certain children who live at home with their families and have long term disabilities or complex medical needs to access Wisconsin Medicaid coverage. Eligibility is based on the child's disability and associated needs rather than family income. For more information regarding eligibility for Katie Beckett go to: [www.dhfs.state.wi.us/children/factsforfamilies/beckett.htm](http://www.dhfs.state.wi.us/children/factsforfamilies/beckett.htm).

**Managed Care Organization (MCO)** - An organization that oversees all available services to an individual to ensure that proper treatment is provided and that treatment is not duplicated.

**Medical Assistance/Medicaid (T-19)** - Medicaid is a federal and state funded medical assistance program. Through this program medical and mental health services and transportation to them are covered for children 19 and under and their caretakers, if a family meets financial criteria.

**Supplemental Security Income (SSI)** - The Federal income support program administered by the Social Security Administration (SSA) that provides cash assistance and automatic eligibility for Medicaid to persons who have disabilities and limited income and resources.

**W2** - "Wisconsin Works" - Wisconsin's welfare replacement program for Aid to Families with Dependant Children (AFDC). The program is available to parents of minors whose family income is below 115% of the Federal Poverty level. Eligible participants meet with a Financial & Employment Planner who helps that person develop a self-sufficiency plan and determine his or her place on the W-2 employment ladder.

# COURT AND LEGAL TERMS

**Adjudicated** - When a youth has been found guilty of a delinquent act or has been legally processed through disposition in court.

**Assistant District Attorney (ADA)** - An attorney employed by the State to prosecute individuals alleged to have violated a law, or to process the adjudication for individuals in need of services.

**Branch** - The number used in court to identify the location of a specific judge.

**Chapter 51** – The part of the Wisconsin Mental Health Law that governs access to services, civil commitment, alternatives to civil commitment, and the relationship of these issues to the Criminal Justice System.

**Child in Need of Protection and Services (CHIPS)** - A child who has been found by the court to need protection and/or services due to unmet needs of the child, or her/his parent or guardian.

**Child Safety Court Services Conferences (CSCSC)** – Term used by the Milwaukee Bureau of Child Welfare (BMCW) system for the initial meeting held with parents, lawyers and BMCW staff after a children’s court judge has ruled to take child(ren) out of their parents’ home. This meeting determines the initial services needed to ensure the safety of the child(ren).

**Concurrent Orders** - Two (2) Court Orders from two different systems (i.e., Child Welfare and Juvenile Justice) that exist on a youth at the same time.

**Consent Decree** – An order of supervision over a child that suspends the court proceedings while still allowing the court to impose conditions on the parties.

**Court Liaison** - An individual whose role is to facilitate or perform necessary court actions.

**Court Order** - A legal document that includes, describes, and directs actions and behaviors for all involved parties, and the amount of time that is given to the parties to accomplish these actions and behaviors.

**Custody** - A legal status created by a court order that confers the right and duty to protect, train, and discipline a child, and to provide the child with food, shelter, legal services, education and ordinary medical and dental care.

**Delinquent** - A child who has been found guilty of an illegal act.

**Detention** - A locked facility approved by the State to hold juveniles charged with, or found guilty of a delinquent act.

**Disposition** - The final findings of a judge that determine and define the placement, treatment and services for a child and/or a family under a court order.

**Docket Sheet** - A form that indicates the temporary, written summary of the actions that occurred during a court hearing.

**Guardian ad Litem (GAL)** - An attorney appointed by the State to represent a child under 12 years of age, or any person deemed by the court to be incompetent to make informed decisions. This person serves as an independent, objective advocate who is not bound by the client’s wishes.

**Intake Specialist (IS)** - A worker authorized by the court to provide an assessment of the youth's charges, and to make recommendations to the court regarding the case.

**Juvenile in Need of Protective Services (JIPS)** - A child who has been found by the court to need protection and/or services due to habitual truancy from school or home, uncontrollability, mental illness, drug dependence or alcoholism, or a child under the age of 10 who has committed a serious delinquent act.

**Legal Guardian** - A person appointed by the court who has the duty and authority to make important decisions in matters having a permanent effect on the life and development of a child.

**Mandatory Reporter** - A person who is required, under State law, to report suspected, reported or observed neglect and or physical/sexual or emotional abuse, or who has a belief that abuse or neglect will occur.

**Probable Cause** – A reasonable belief in good faith based on known information about a person, activities, behaviors or occurrences.

**Probation Officer (PO)** - An individual whose role is to ensure and facilitate compliance with the court ordered conditions imposed upon a juvenile who has been found delinquent, or an adult found guilty of a crime.

**Public Defender (PD)** - An attorney who is paid by the State to provide free legal counsel and representation in court to children over the age of 12.

**Sanction** – A court ordered consequence for a juvenile who has violated a condition of his/her delinquency order.

**Stayed Order** – A delinquency order in which a judge has determined that placement in a correctional facility is warranted, but the placement is suspended to allow the child to complete the court ordered conditions outside of a correctional facility.

**Sustaining Care** - The court places a child in “sustaining care” upon termination of the parental rights of the parent(s) and appoints a guardian for the child when the court finds that the child is unlikely to be adopted or adoption is not in the best interest of the child.

**Termination of Parental Rights (TPR)** - A court ordered legal action that permanently severs all rights, powers, privileges, immunities, duties, and obligations between a parent and child.

**Urinalysis (UA)** – Done to determine drug usage or to monitor medication levels.

**Vel Phillips Children's Court Center (CCC)** - The building that houses the court rooms, judges, assistant district attorneys, public defenders and court files specific to the legal issues of children and juveniles. The offices of the chief probation officer and intake probation officers are also housed in the CCC. Secure (locked) detention for juveniles is located on the lower level of the building.

# YOUNG ADULT FOCUSED TERMS

**Access** - To be able to get something (i.e., a service or help).

**Advocacy** - The process of actively supporting or defending the cause of an individual or group, or to speak or write in favor of a group or individual. To ensure that the young adults and families receive the proper services in a strength-based manner and that the young adult's voice is being heard throughout the process. To ensure that young adults are always treated with dignity and cultural respect and to empower parents to become better advocates for themselves and others.

**Educational Advocacy** – The process of helping Transition Specialists and young adults to advocate for the development of the appropriate Individualized Education Plans (IEP) and to secure better public school placements.

**Enrollee Handbook** – The Project O'YEAH Enrollee Handbook is a resource manual that explains the components of Project O'YEAH and how to access those components.

**Empowerment** - The ability to influence and have control over the services and care one receives. Empowerment may also mean: 1) having access to information and resources; 2) having the ability to choose; 3) being able to be assertive; 4) feeling that you can make a difference in your own life or community; and 5) increasing ones ability to independently overcome hardships and to stand up for one's rights.

**Families United of Milwaukee, Inc** - Advocacy agency contracted with Wraparound Milwaukee to support families who have children with a variety of needs who are enrolled in or who have been disenrolled from Wraparound Milwaukee. Families United serves parents and families in Milwaukee County. Their focus is to improve the quality of support to families, help them become independent and learn how to utilize community resources, to be decision-makers for their families and to assist families in reaching their goals and vision.

**Ownership** - Possessing something (this could be an object or an idea or plan) and being responsible for that possession. For example: Taking "ownership" of the Futures Plan. A young adult has ownership of the Futures Plan because he/she helped create it.

**Partnering** - Individuals or groups working together on equal terms.

**Person Centered** – Person centered means that young adults have the primary decision making role in their own care. This includes: choosing supports, services and providers; setting goals; designing and implementing programs; monitoring outcomes; partnering in funding decisions; and determining the effectiveness of all efforts to promote the mental health and well being of children and young adults.

**Voice** - Expressing oneself while being heard and understood by others. Having an active role in any decision making that relates to oneself.

# MENTAL HEALTH RELATED TERMS

**Alcohol and Other Drug Abuse (AODA)** – The general term used to reference the numerous alcohol and/or drug related conditions/disorders.

**Axis** - Refers to the various categories of diagnoses from the Diagnostic Statistical Manual – Revised IV - TR.

- Axis I - refers to Clinical Disorders or other conditions that may be the focus of Clinical Attention.
- Axis II – refers to Personality Disorders or Mental Retardation.
- Axis III – refers to General Medical Conditions.
- Axis IV – refers to Psychosocial and Environmental problems.
- Axis V – refers to the Global Assessment of Functioning. This is the clinician’s judgement of the individuals’ overall level of functioning.

**Cognitive Disability/Disorder (CD)**– Cognitive delay presumed to be due to the direct effect of a general medical condition. The cognitive impairment is diagnosed after a clinical assessment or testing has been done.

**Crisis** - A situation that results in a high level of stress or anxiety for the person themselves, people giving care to the person or the community. The situation requires specific strategies to be determined that focus on ensuring safety and receiving proper treatment or intervention.

**DSM Diagnosis** - The definition of various psychiatric conditions based upon the categories described in the Diagnostic and Statistical Manual (DSM) of the American Psychiatric Association.

**Emotional Disability or Disorder (ED)** - Behavioral, emotional and/or social difficulties shown by a child, adolescent or young adult which disrupts that person’s school, family, or community relationships.

**Learning Disability/Disorder (LD)**– A learning problem that interferes with the development, understanding of or demonstration of verbal and/or non-verbal abilities.

**M.U.T.T (Mobile Urgent Treatment Team)** – The Mobile Urgent Treatment Team is a team of crisis workers available to all young adults in the Project O’YEAH. MUTT staff are able to talk to you over the phone or to come to wherever you are in the community to help.

**Neuropsychological Evaluation** - An evaluation that studies the particular methods a person uses to take in and process information.

**Psychiatric Crisis Service (PCS)** - The public assessment and intake unit for persons who may require inpatient psychiatric care in Milwaukee County. Located at 9499 Watertown Plank Road in Milwaukee. The phone number is (414) 257-7260.

**Psychiatrist** - A physician (M.D.) specializing in mental health, emotional or behavioral disorders and is licensed to prescribe medications.

**Psychologist** - A mental health professional with a M.S. or Ph.D. in psychology, who administers tests, evaluates and treats emotional disorders. Psychologists cannot prescribe medications.

**Severe Emotional Disability or Disorder (SED)** - A longstanding and severe condition due to an emotional disturbance that leads to significant problems in the family, school and community settings.

# QUALITY ASSURANCE / PROGRAM EVALUATION TERMS

**Appeal** - To request that an issue, concern or complaint be reviewed again by a person or agency with higher power.

**Complaint** - A person's dissatisfaction with a service, benefit, policy or provider of care. Complaints can be expressed verbally or in writing.

**Grievance** - A person's written dissatisfaction with the outcome of a complaint. The grievance process is a formal procedure with specific, time-monitored steps.

**National Outcome Measurement System (NOMS)** – The NOMS is an evaluation tool that we will ask you to complete when you first enroll in Project O'YEAH, six months later, and every year after that. We will also ask that you complete this tool when you disenroll from Project O'YEAH. We use this tool to provide non-identifiable information (meaning, no one can tell who filled out the form) to evaluators at a national level so that they can use the information to help determine our program's effectiveness.

**Outcome** - A result; something that occurs as the result of something being done.

**Quality Assurance** - Policies or mechanisms that are put into place in a program or system to ensure that care and services are being provided in a manner that meets the set expectations.

**Quality Assurance/Quality Improvement Executive Committee** - A group of family, community and systems people that meet every other month to address service and programmatic issues related to the provision of quality care and quality-related program development.

**Quality Improvement** - The ongoing improvement of the process of service delivery through constant monitoring and assessment and through feedback that is sought from relevant people, systems or stakeholders.

**Quality Management** – Coordinated activities that direct and control an organization with regards to quality.

**Satisfaction Surveys** - Surveys that measure the level of service and program satisfaction as seen through the eyes of the recipient of the service.

## WRAPAROUND PHILOSOPHY TERMS

**Collaboration** - The process of communicating and partnering with people representing different opinions.

**Community Supports/Resources** - Those supports or resources in peoples' neighborhoods that can be supportive at little or no cost. Examples include places of worship, YMCA, libraries, park recreational programs and free health clinics.

**Cultural Competency** - An awareness and acceptance of cultural differences, an awareness of one's own cultural values, an understanding of the "dynamics of difference" in the helping process, basic



knowledge about the youth/family's culture and the ability to adapt practice skills to fit the cultural needs of the young adult.

**Formal Supports** – System representatives that are formally involved with a young adult. Examples include therapists, W2 workers or other paid providers.

**Futures Plan** – The written Care Plan that is created by the Team. The Futures Plan includes the history of the young adult, the strengths of the team, the vision you have for your future, your needs and the people who will assist you in getting those needs met. A 24-hour Crisis Plan is also included.

**Individualized Care** - Care or services that are sought or designed to meet the specific needs of a person or family.

**Informal Supports** - Community relationships that are formed to support the young adult. Examples include spiritual leaders, next-door neighbor, AA sponsors or support group leaders.

**Life Domains** - Areas of need identified by the young adult that are categories within the Futures Plan. Life domains include Living, Working, Belonging, Healing, Learning and Being Safe.

**Mission Statement** - A statement or plan made by an organization, agency or committee that identifies how they hope to achieve their vision. (See definition of Vision)

**Natural Supports** - Individuals who are naturally involved in a young adult's life who can support them in times of need. Examples include extended family members, friends or anyone you view as "family".

**Need** - An issue of concern identified by the young adult. When Needs are identified they are linked with a Life Domain on Futures Plan.

**Strategies** - The step by step methods on how to get your needs met. A strategy addresses who will do what, when and where.

**Strength-Based Approach** - Using the identified strengths of a person or family to help them get their needs met.

**Strengths** - Positive characteristics, skills, interests or qualities that a person possesses.

**Vision** - A statement that guides the planning process that represents what the young adult sees for his or her future and a better life.

## **PROJECT O'YEAH COMPONENT TERMS**

**Crisis Intervention Services** – A program component of Project O'YEAH made up of trained staff prepared to help young adults of Milwaukee County who are experiencing an emotional or behavioral crisis.

**Crisis Safety Plan** - A plan made by the young adult in collaboration with the Transition Specialist that outlines the resources and steps necessary to help a person in times of crisis.

**Disenrollment** - The process of ending a young adult's formal involvement on Project O'YEAH.

**Domain Review Checklist** – The document your Transition Specialist will review with you periodically throughout your enrollment to make sure all of your needs are being addressed.

**Enrollment** - The date that the young adult begins working with Project O'YEAH.

**Futures Plan** – The written Care Plan that is created by the Team. The Futures Plan includes the history of the young adult, the strengths of the team, the vision you have for your future, your needs and the people who will assist you in getting those needs met. A 24-hour Crisis Plan is also included.

**Milwaukee Inter-Agency Youth Transition Team (MIAYTT)** – A group of individuals composed of community, family and systems representatives who may or may not provide direct services to children, and who have a vested interest in the welfare of children and system change. The group meets approximately once every two months. The group also serves as an advisory board to Project O'YEAH.

**Mobile Urgent Treatment Team (MUTT)** - A program component of Wraparound Milwaukee made up of trained staff prepared to help children, young adults and families of Milwaukee who are experiencing an emotional or behavioral crisis.

**Provider** - An individual or agency in the Wraparound Provider Network who performs a service that has been authorized by Transition Specialist and Team.

**Service Authorization Request (SAR)** - A method used to request services from a vendor that includes the name of the service, the number of units requested, the name of the person who should provide the requested service and the recipient of the service requested.

**Synthesis** - Synthesis is an internet-based program used by Wraparound Milwaukee and Project O'YEAH. Transition Specialists use Synthesis to write up your Futures Plan, request services you may need and to complete Progress Notes.

**Team** – People identified by you who will work with you to meet your needs. This may include family or friends and others such as the Transition Specialist, a housing specialist, or a job coach. The team should be composed of people who will continue to support you after disenrollment from Project O'YEAH. The team should meet as frequently as you feel you need to.

**Team Meeting** – A meeting of some or all of the identified people who will support the young adult to transition to independent living.

**Transition Specialist** – The Transition Specialist ensures that each young adult has someone to help them access mental health, educational, social services and community resources. The Transition Specialist acts as the resource coordinator for the young adult and brings together the agencies and supports needed to develop the Futures Plan. They ensure that the plan addresses the needs identified by the young adult and that the team follows the plan.

**Wraparound Milwaukee** - Wraparound Milwaukee is a publicly run, special managed care program, that offers care and support to families with children and young adults who have behavioral health and AODA needs. Project O'YEAH is one of the programs that is part of Wraparound Milwaukee.

**Wraparound Provider Network (WPN)** - A network of formal or paid agencies that provide a variety of community-based, culturally competent services to children, young adults and their families in order to integrate and/or maintain children in the least restrictive setting possible. Agencies or individuals must formally apply to enter into the WPN, are screened by program representatives, and are subject to ongoing monitoring.