

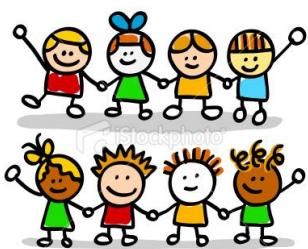


# WRAPAROUND MILWAUKEE



2015

## QUALITY ASSURANCE/QUALITY IMPROVEMENT ANNUAL REPORT



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# I. Demographics for 2015



**Wraparound/REACH Enrollments = 736**

**Wraparound/REACH Disenrollments = 545**

(Disenrollment # excludes transfers to other programs in the Wraparound System of Care)

**Average Daily Census = 1130    Total Youth Served = 1,848**

**Wraparound Milwaukee (WRAP)** – A unique Managed Care Organization that serves youth with serious emotional, behavioral, and mental health needs and their families.

**REACH Program** (Reaching, Engaging and Assisting Children (and Families)) – A part of the Wraparound Milwaukee system of care that provides similar services and opportunities for youth with serious emotional, behavioral, and mental health needs and their families. The REACH program primarily differs in that the youth who are enrolled are not under a Court Order (Delinquency or Child in Need of Protective Services – CHIPS).

**O'YEAH Program** – (Older Youth and Emerging Adult Heroes), a program administered under the auspices of Wraparound Milwaukee designed to support older youth and young adults ages 16.5 – 24 who may be experiencing emotional and behavioral challenges, to successfully transition to adulthood. This is a voluntary program. [See Pg. 12 for details related to this program.](#)

**GENDER** (736 youth represented)

Female = 245 (33%)

Male = 491 (67%)

**AGE** (736 youth represented)

Average age = 14 years old

(WRAP = 14.9, REACH = 13)

**ETHNICITY** (736 youth represented)

African American = 444 (60%) (67% male – 33% female)

Caucasian = 70 (10%) (57% male – 43% female)

Hispanic = 111 (15%) (71% male – 29% female)

Bi-racial = 13 (1.7%) (46% male – 54% female)

Asian = 3 (.4%) (33% male – 67% female)

Native American = 2 (.3%) (50% male – 50% female)

Other/Unknown = 66 (9%) (67% male – 33% female)

Not Listed = 27 (4%)

**DIAGNOSIS** (706 youth represented. Youth may have one or more diagnosis)

ADHD (WRAP = 244, REACH = 195)

Conduct Order (WRAP = 245, REACH = 106)

Mood Disorder (WRAP = 137, REACH = 112)

Anxiety Disorder (WRAP = 128, REACH = 94)

Depressive Disorder (WRAP = 89, REACH = 74)

AODA related (WRAP = 122, REACH = 27)

Learning Disorder (WRAP = 95, REACH = 19)

Developmental Disorder (WRAP = 82, REACH = 37)

Adjustment Disorder (WRAP = 53, REACH = 21)

Thought Disorder (WRAP = 13, REACH = 29)

Personality Disorder (WRAP = 11 REACH = 0)

Eating Disorder (WRAP = 2, REACH = 0)

Other (WRAP = 125, REACH = 21)

**YOUTH PRESENTING ISSUES** (687 WRAP & REACH youth represented.)

Youth may have one or more issues.)

Access to Firearms = 2

Adjudicated Sex Offender = 44

Attention Problems = 506 \*2

Bullying/Peer Issues = 18

Community Concerns and Violence = 26

Contact Sexual Abuse = 151

Dev. Disorder/Autism = 174

Drug/Alcohol Abuse = 302 \*3

Eating Patterns/Hoarding = 13

Fire setting = 172

Gang Affiliation = 3

H/O Sexual Misconduct & Exposure = 319

Homicidal Ideation = 10

Major Affective Illness/Affect Regulation = 413 #3

Minor Domestic Sex Trafficking Victim = 46

Minor at Risk for Domestic Sex Trafficking = 20

Physical Disability/Medical/Health = 252

Previous Physical Abuse = 184

Recurrent Emotional Abuse = 188

Runaway Behavior = 353

School Concerns = 658 #1 \*1

Self harm = 19

Severe Aggressiveness = 566 #2

Sexual Abuse Victim = 170

Sleep Patterns/Nightmares = 23

Suicidality = 334

Victim Notification = 9

Other = 412 (For example: stealing, manipulative behavior, traumatic events/illnesses)

\* **Top 3 WRAP youth issues**    #**Top 3 REACH youth issues**

(excludes "Other" category for WRAP/REACH)

**FAMILY PRESENTING ISSUES** (678 WRAP & REACH families represented.)

Families may have one or more issues.)

Alcohol/Drug Abuser in Home = 229

Adult in Home Treated Violently = 292 #3

Emotional Abuse/Neglect = 157

Emotional/Mental Illness in the Family = 479 \*2 #1

Incarcerated Household Member = 308 \*3

Physical Abuse/Neglect = 138

Recurrent Physical Abuse Exposure = 170

Single/No Parent in the Home = 472 \*1 #2

Significant Losses = 20

Teenage Parent = 30

\* **Top 3 WRAP family issues**

#**Top 3 REACH family issues**

## **COURT ORDER (WRAPAROUND) = 57% of enrollments**

(412 youth represented)

- 63% of youth who were enrolled into Wraparound were on a Delinquency order (N=258)
- 34% were on a CHIPS order (N=141)
- 1.4% were on a JIPS order (N=6)
- 1.7% were on a Dual (CHIPS/Delinquent) order (N=7)

## **NO COURT ORDER (REACH) = 43% of enrollments**

(248 youth represented)

## **II. 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 on every enrollee at Intake, 6 months, 1 year, annually thereafter and at disenrollment.*

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 scores consisting of symptoms of depression, anxiety, withdrawal, social problems, thought problems and delinquent and aggressive behavior. Total scores are computed and fall into three ranges: *Normal, Borderline and Clinical*. Scores are converted into age-standardized scores (T scores and Percentiles) so they can be compared with scores obtained from a normative sample of children within the same age range. 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.

Normal Range of Functioning – Scores that fall into the same range as the comparative sample group.

Borderline Clinical – Scores that suggest enough issues have been reported to be of concern, but not so many that it is a clear indicator of needing clinical professional help.

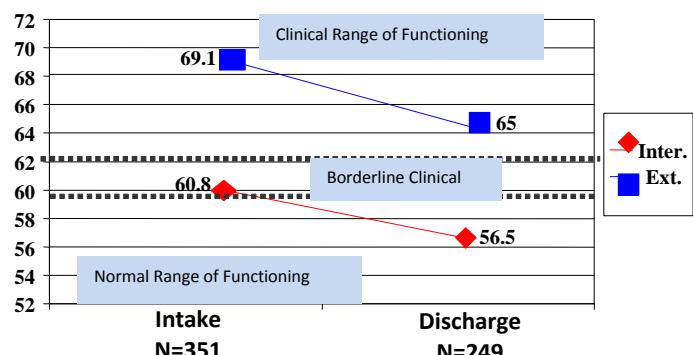
Clinical Range of Functioning – Scores that reveal sufficient issues that are significantly greater than the comparative sample group; in need of clinical intervention.

**NOTE: A decrease in a score reflects improved functioning.**

**The following data in all graphs represents disenrollments from 1/1/15 – 12/31/15**

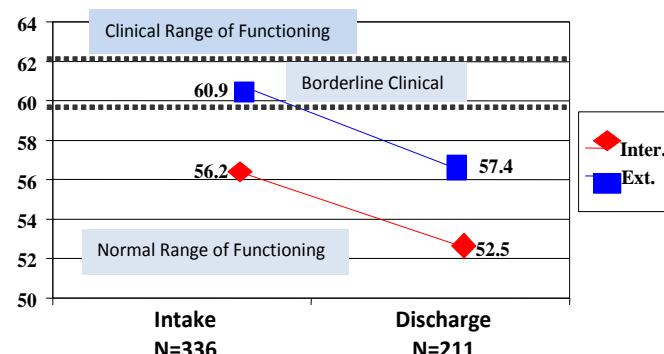
## **WRAPAROUND**

### **CBCL T-Scores from Intake to Discharge**



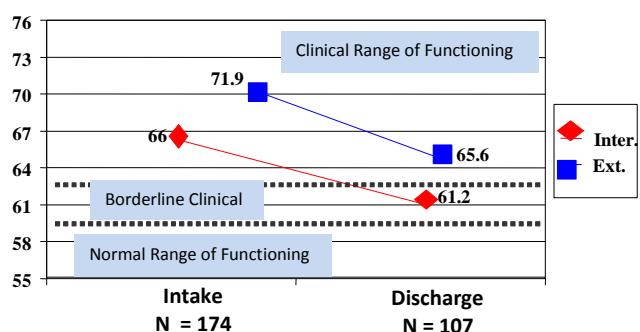
## **WRAPAROUND**

### **YSR T-Scores from Intake to Discharge**



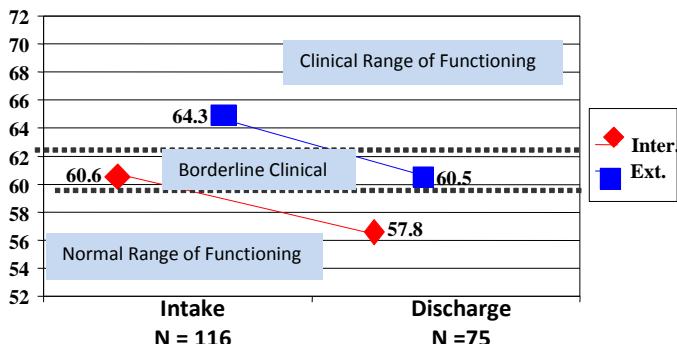
## **REACH**

### **CBCL T-Scores from Intake to Discharge**



## REACH

### YSR T-Scores from Intake to Discharge



Of the enrollees for which school data was entered (N=726) into the Synthesis database (Wraparound Milwaukee's IT System) during 1/1/15-12/31/15 the following was revealed:

	#WRAP	%WRAP	#REACH	%REACH
K-5 <sup>th</sup>	35	8%	92	30%
6 <sup>th</sup> - 8 <sup>th</sup>	85	20%	92	30%
9 <sup>th</sup> - 12 <sup>th</sup>	293	70%	121	39%
GED/Grad.	4	1%	4	1%

Youth in Wraparound are attending school approximately **86% of the time**, while those in REACH are attending school approximately **90.5% of the time**.

Our benchmark for attendance is set at 85%.

## 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 (Wraparound Only)** 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/family friend
- 4.) Youth placed in subsidized guardianship
- 5.) Youth placed in sustaining care
- 6.) Youth in independent living

**Total Wraparound disenrollments** - (excludes 37 youth that were disenrolled as "runaway/missing" and 82 youth that were disenrolled to a correctional (n = 60) or a detention facility (n= 22) = **256**

Of the 256 Wraparound youth, 236 or **92% achieved permanency** as defined above.

### Other disenrollment scenarios upon discharge:

- 5 – Foster Care – Transitional
- 4 - Group Home Care
- 6 - Respite Care
- 5 - 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.

## Youth and Family Satisfaction

### Outcomes

Youth/Family satisfaction is measured through the surveys that are being administered by the Wraparound QA Department in conjunction with Families United of Milwaukee. These surveys inquire about the satisfaction level of the family/youth as it relates to the provision of Care Coordination 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. [At disenrollment the survey is called a Disenrollment Progress Report. This "report" speaks more to perceived family outcomes vs. satisfaction.](#) 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.

**Satisfaction Benchmark for 1-month/6-month/yearly: 4.0**

**Satisfaction Benchmark for Disenrollment: 3.75**

Survey Time Frame	# of Surveys Sent	# of Surveys Received	Return Rate	Average Overall Score
1-Month	877	134	15.2%	4.73
6mo/yearly	1471	149	10.1%	4.62
Family Disenrollment Progress Report	545	429	78.7%	3.81
Youth Disenrollment Progress Report				3.76

### 1-month Care Coordinator Family Survey – Overall 4.73

1).	My CC has been polite and respectful to me and my family.	4.90
2).	Meetings with my care coordinator have been scheduled at times and places that are convenient for me.	4.78
3).	I know how to reach my care coordinator when I need to.	4.78
4).	My care coordinator returns my calls within 24 hours.	4.73
5).	I know how to reach my care coordinator's supervisor.	4.53
6).	The contents of the enrollment folder were explained to me.	4.74
7).	My care coordinator has talked with me about a Crisis/Safety Plan for my family.	4.68
8).	I've been offered choices about the services my family receives.	4.69
9).	Overall, I feel satisfied with the services my family is receiving.	4.70

### Disenrollment Youth Progress Report – Overall 3.76

1).	I'm doing better in school than I did before.	3.69
2).	I am getting along better with my family than I did before.	3.77
3).	I feel like I'm getting along better with my friends than I did before.	3.61
4).	I feel my behavior has gotten better since I was enrolled in Wraparound.	3.84
5).	On a scale of 1 to 5 how do you feel you are doing right	3.90

### 6-mo/yearly Care Coordination Family Survey - Overall 4.62

1.)	My Care Coordinator has been polite and respectful to me and my family.	4.92
2.)	I am seeing my Care Coordinator as often as I'd like to.	4.47
3.)	My Care Coordinator returns my call within 24 hours.	4.61
4.)	My Care Coordinator follows through with what she/he says she/he is going to do.	4.61
5.)	Meetings with my care coordinator have been scheduled at times and places that are convenient for me.	4.82
6.)	I feel Wraparound has been sensitive to my cultural, ethnic and religious needs.	4.83
7.)	I would be comfortable calling my care coordinator's supervisor if I had any concerns.	4.61
8.)	I've had the opportunity to include people on my team that are important in our family's life.	4.61
9.)	I get a copy of every Plan of Care.	4.69
10.)	I understand my Plan of Care and how it can help me and my family.	4.68
11.)	I have been offered choices about the services my family receives.	4.55
12.)	My team is starting to work to prepare my family for disenrollment from Wraparound.	3.94
13.)	Overall, I feel the care provided to me/my family so far has been helpful.	4.52

### Disenrollment Family Progress Report – Overall 3.81

1.)	I feel my family has made significant progress in meeting the Family Vision we have been working towards.	3.75
2.)	I feel my child's educational needs have been met.	3.42
3.)	Overall, I feel that Wraparound/REACH helped me be better able to handle challenging situations.	3.95
4.)	I feel that I have family, friends and community resources that will be there for me and my family if I need them.	3.92
5.)	If my family does have a crisis, I believe the final Crisis Plan my Team developed will help us.	3.90
6.)	After disenrollment, I will know how to get services and supports that my family may still need.	3.99
7.)	On a scale of 1-5, how do you feel your family is doing right now?	3.77



## 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 4<sup>th</sup> and 9<sup>th</sup> month of enrollment.



Survey Time Frame	# of Surveys Sent	# of Surveys Rec'd	Return Rate	Average Overall Score
4-Month	2,025	120	5.9%	4.32
9-Month	1,946	111	5.7%	4.50

### 4-month Provider Survey Results – Overall 4.32

1.)	Focuses on my family's strengths	4.29
2.)	Understands our family's needs and limits.	4.27
3.)	Is sensitive to our cultural needs	4.35
4.)	Listens to my family	4.36
5.)	Follows my family's Plan of Care	4.32
6.)	Is respectful to my family	4.47
7.)	Is available when we need him/her	4.20

### 9-month Provider Survey Results – Overall 4.50

1.)	Focuses on my family's strengths	4.46
2.)	Understands our family's needs and limits.	4.47
3.)	Is sensitive to our cultural needs	4.56
4.)	Listens to my family	4.54
5.)	Follows my family's Plan of Care	4.53
6.)	Is respectful to my family	4.61
7.)	Is available when we need him/her	4.33

### 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 2015. Only those services in which at least 5 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 Rec'd	# of Agencies Represented	Overall Average	2014 Overall Average
Crisis Stabilization	83	7	4.46	4.47
Group Home Care	16	9	3.28	3.5
In-Home Therapy	47	12	4.5	4.6
Individual/Family Therapy- Office-based	29	14	4.53	4.38
Mentoring	7	3	4.45	4.28
Parent Assistance	9	2	4.37	4.66
Parent Coaching	6	1	4.83	N/A
Residential Care	49	11	3.49	3.62
Treatment Foster Care	11	5	4.23	N/A

## 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 administered	Average Overall Score
Upon Discharge from the facility	67	3.44

## Out of Home Survey Results – Overall 3.44

1.)	How satisfied were you with the care that your child received in the facility?	3.56
2.)	How easy was it to stay in contact with your child (phone and travel)?	3.91
3.)	How well did the staff keep you/your child informed through the time your child was in placement?	3.81
4.)	How well do you feel your child has improved during this placement?	3.23
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?	3.02
6.)	How safe did you feel your child was in the facility?	3.69
7.)	How culturally sensitive do you feel the staff were to the needs of your child?	3.69
8.)	Would you utilize this placement again or recommend it to other families.	2.50

Listed below are the top five service groups utilized per authorizations from January through December 2015 in which the client/family were the primary recipients.

1.)	<b>Crisis Stabilization/Supervision</b>	1,440 or 77.9% of the youth utilized this service in some capacity
2.)	<b>In-Home Therapy (Lead-Medicaid)</b>	928 or 50.2% of the youth/families utilized this service in some capacity
3.)	<b>Transportation</b>	709 or 38.4% of the youth/families utilized this type of service in some capacity
4.)	<b>Outpatient Therapies</b>	687 or 37.2% of the youth/families utilized this service in some capacity
5.)	<b>Psychological Assessments</b>	453 or 24.5% of the youth utilized this service in some capacity

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

Seven hundred and seventy-eight (778) or 42.1% of the youth/families utilized **Discretionary Funds** in some capacity. 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 (excluding Miscellaneous funds) are for assistance/support with Rent/Security Deposits, recreation, groceries/household supplies and clothing/shoes.



## 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 1/1/15 – 12/31/15 was 1,848.

**The average overall cost per month/per enrollee was \$3,124.00**

(This cost includes the provision of care coordination services in addition to all other authorized provider network services)

**The total paid for services in 2015 was \$45,148,363.00**

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
<i>Wraparound Milwaukee</i>	<b>\$3,124</b>
<i>Group Homes</i>	<b>\$5,926</b>
<i>Corrections</i>	<b>\$8,898</b>
<i>Residential Care</i>	<b>\$10,050</b>
<i>Psychiatric Inpt. Hospital</i>	<b>\$38,100</b>

**The five most costly service areas** (excluding Care Coordination) for 2015 (though not necessarily the most utilized) are:

1. Residential Care at 24.2% of the total paid
2. Crisis Services at 14.7% of the total paid
3. Group Home Care at 11.0% of the total paid
4. Foster Care at 7.4% of the total paid
5. In-Home Therapy at 6.7% of the total paid

## III. 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. Starting with 1 meaning minimal progress was made in that needs area to 5 meaning that the need has been successfully met.

**Average overall “Need Ranking” score at discharge for 2015 was 3.24 (N= 545)**

In 2014 the final score was 3.22 (N = 603).

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.***

Identified community-based supports/resources on the Plan of Care Strengths Discovery List are coded in Syntheis. These resources are considered to be “informal or 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 or natural supports.

**From 2/1/15 – 1/31/16, for Wraparound Teams, an average of 40.5% of the Team members were informal/natural supports. For REACH Teams the average was 45.9%.**

***During the Team Meetings at least one informal/natural support was in attendance at the Wraparound Team meetings 26% of the time and at the REACH Team meetings 29.7% of the time. The established threshold is 50%.***

## **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 and compliance with Policies and Fee for Service Agreement expectations.***



### **Plan of Care (POC)**

During 2015, extensive work was given to reviewing and assessing the current POC approval and auditing process. Dialogue ensued focusing on the quality of the Plans, the

approval process at both the Care Coordination Supervisor level and the Wraparound Administrative level and the best methodology to use in moving forward with auditing POC’s.

An extensive/comprehensive POC Checklist Tool began to be developed in addition to a POC Rubric Review Tool that would be utilized at the Care Coordination Supervisor and Wraparound Administration level. Discussions on an auditing process continued with emphasis on best practice and quality indicators, auditor consistency, and reliability. Determinations as to the auditing process and all tools/checklist will be finalized in 2016.

## **Audits/Reviews of Provider Network Agencies**

### **Single Indicator Audit**

**Performance Measure:** Provider Agency response time to Purchasers (Wraparound Milwaukee) request.

Per the Fee-For-Service Agreement that Providers have with Wraparound Milwaukee there is an expectation that *Providers have access to a computer with internet capability and a functional e-mail account that Purchaser can use for ongoing communication with provider. Provider also agrees to check e-mail account at a minimum of once per business day and respond to Purchaser within the requested time limits.*

In February 2015, a standardized e-mail was sent to all Provider agencies utilizing their e-mail address that was currently in Synthesis. The Provider response time was recorded in addition to any information sent related to the e-mail address/primary agency contact.

**The results revealed the following:**

A total of 108 agencies were in the audit sample. Eighty-eight (88) or 81% of the total received a compliance score of 100%. Twenty (20) or 19% received a compliance score of 0% as they did not respond within the identified time frame or did not respond at all. Agencies that scored a 0% were required to submit a corrective action plan (CAP). Seventeen (17) out of twenty (20) submitted a CAP. All submitted CAPS were reviewed and approved.

## **Performance Improvement Project (PIP)**

Wraparound Milwaukee must engage in one Performance Improvement Project per year as mandated by our Medicaid Contract with the State of Wisconsin. The project must focus on a clinical or administrative issue that the program wants to further explore in an effort to engage in a quality improvement endeavor that impacts on client care.

**The 2015 PIP was entitled, “Empowering Family Choice”.**

Through major revisions to the Provider Network Resource Guide and training families and Care Coordinators to the concept of the *Family Driven* approach, this project addressed both the growth in knowledge and information about service options in the Wraparound Milwaukee Provider Network resulting in an increased capacity for families to make informed

service choices. This, in turn, resulted in greater feelings of empowerment in directing the renewed well-being of their children. The development of the revised Provider Resource Guide, accompanied with promotion and training to all users, resulted in an immediate upsurge of access and usage (increase of 416.6% in a 2-month period). Collectively, families (93) and Care Coordinators with families (148) represented 30% (241/814) of the total population that accessed the revised Provider Resource Guide.

Building feelings of empowerment is a slower process that will require ongoing training of Care Coordinators and Care Coordination Supervisors as well as the Providers themselves to the Family Driven approach. Over time though, this training and will transform the Child & Family Team process, giving more direct decision-making power to the families served by Wraparound.

The full PIP will be available for viewing on Wraparound's website mid 2016.

### Utilization Review

Service Group	Average Total Paid Per Child/Per Month for CY 2015	# of youth served	% of youth served
AODA Services	\$4.53	138	7.5%
Care Coordination	\$794.98	1,848	100%
Child Care/Rec.	\$4.00	34	1.8%
Crisis Services	\$458.48	1,440	77.9%
Day Treatment	\$4.36	10	.5%
Discretionary Funds	\$12.95	778	42.1%
Fam/Parent Support Services	\$36.80	321	17.4%
Foster Care	\$231.82	170	9.2%
Group Home	\$342.57	248	13.4%
Independent Living	\$22.01	20	1.1%
In-Home Therapy	\$208.88	928	50.2%
Inpatient Hosp.	\$98.97	214	11.6%
Life Skills	\$28.60	225	12.2%
Med. Mngmt./Nursing	\$3.66	132	7.1%
Occupational Therapy	\$2.71	31	1.7%
Outpatient Therapies	\$53.57	687	37.2%
Psychological Assess.	\$13.08	453	24.5%
Residential Treatment	\$756.02	295	16%
Respite	\$5.39	57	3.1%
Transportation	\$23.72	709	38.4%
Youth Support Services	\$17.14	296	16%

## **IV. 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 be coded as such.*

Per Progress Notes dated 1/1/15–12/31/15, the compliance score as it relates to holding a monthly Child and Family Team Meeting was 87.5%. The compliance score in 2014 was 89.5%.

The established threshold for compliance is 85%.

### Training

*Care Coordinators receive 85+ 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.*



Two New Care Coordinator Trainings were held during 2015. The training consists of 23 Modules. Each of the training modules was revised to integrate Trauma Informed Care concepts around adversity and trauma exposure, biological, neurological, relational, spiritual, behavioral and worldview impact, as well as respecting experientially driven behavior as indicative of trauma related needs. Approximately 30-50 new Care Coordinators, Transition Coordinators and Professional Foster Parents participated in each of the trainings. In addition,

several Families United of Milwaukee parent/youth facilitators joined to share their lived experience

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One **Re-certification Training** was held for Care Coordination leadership staff in the spring of 2015. The training focused on a new way of incorporating the Wraparound philosophical base of moving from **Hello to Help to Healing to Hope** with a family.

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During the year, three cohorts of Care Coordinators went through two full days of **Motivational Interviewing** training and subsequent booster sessions.

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Wraparound Care Coordination Supervisors and Leads went through monthly **champion building sessions** to develop a more sophisticated understanding of trauma informed care concepts and practices.

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**Several in-services/workshops** took place, providing continuing educational opportunities for Wraparound-related staff.

**These consisted of:**

- Trauma Informed Care- Level I and Level II Training continued
- Wraparound Administrative Panel
- Transition to Adulthood
- Running Effective Team Meetings
- Regulation of the Stress Response
- Suicide Awareness
- Poverty in Wisconsin

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Lastly, training opportunities were extended to Crisis Stabilization Providers to join Care Coordinators in learning about working effectively with schools and special education laws and trauma informed care.

## **Grievances/Complaints/Administrative Concerns/Violations**

*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.*



**Zero (0) grievances** were filed in 2015. 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.

<u># of 2013 complaints/concerns</u>	<u># of 2014 complaints/concerns</u>	<u># of 2015 complaints/concerns</u>
33 out of 1,702 served or 1.9%	20 out of 1,692 served or 1.1%	20 out of 1,848 served or 1.08%

**Complaints/Administrative Concerns** that were logged during the time frame of 1/1/15 – 12/31/15 consisted of:

**12 written  
+ 8 verbal  
20 total**

**\*NOTE: Exposure of confidential patient information (HIPAA) is considered an administrative violation and not a complaint. Fourteen HIPAA violations were recorded in 2015.**

**Complaints/Concerns were generated from the following sources:**

- One (1) from a Youth
- One (1) from a Foster Parent
- One (1) from Wraparound Mngmt.
- Two (2) from System Partners
- Four (4) from Care Coordinators/Care Coordination Supervisors
- Four (4) from Providers
- Seven (7) from Parents/Guardians

**Complaints/Concerns were filed against:**

- Fifteen (15) against Service Providers
- Four (4) against Care Coordination Agencies
- One (1) against Parent Advocacy Representative

**Those that were filed related to:**

- 1 related to Fee For Service/policy violations
- 1 related to not following Wraparound process
- 2 related to boundaries/ethical issues
- 2 related to client safety issues
- 5 related to poor billing practices
- 7 related to lack of professionalism
- 2 were "Other"

**Complaint (n=14) Outcomes**

- Ten (10) complaints were substantiated
- Four (4) were unsubstantiated

**Note:** Those issues identified as "Administrative Concerns" (n= 6) do not receive an outcome identifier of substantiated or unsubstantiated.

## Information Technology System



**Wraparound Milwaukee, as a system of care, has an Information Technology System (IT) - Synthesis. Synthesis is the software program that houses our client electronic medical record (EMR), all Care Coordination and Provider Network documentation and information and Provider billing/invoicing/fiscal related information. Numerous reports/queries, including those utilized for utilization review, are generated reflecting a variety of data. 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.**

Most of the efforts in 2015 focused on migrating the system to a new software platform. This is an on-going project that is expected to be completed by the end of 2016.

### **During this time period the following Synthesis enhancements occurred:**

1) The on-line Provider Network Resource Guide for families was completely re-written. The major focus of the change was to provide more information to families when choosing a provider – including pictures, personal statements, specialties, clinical expertise and interests.

2) Wraparound expanded the range of provider types entering contact notes into Synthesis. Previously only crisis workers entered notes. In 2015 this was expanded to include tutors, mentors, parent assistants and other individual / family support providers. This increases the amount of information available to care coordinators as well as the providers, since these providers now have on-line access to the youth's Crisis Plans and Plans of Care.

Submitted by: Aggie Hale  
Wraparound Milwaukee IT Consultant

## 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.**



In 2015, the Network contained, on average, **125 Provider Agencies**. Approximately seventy-one (71) different types of services were offered.

The total number of agencies that provide services within the **various service categories** consisted of:

- AODA Services = 10
- Care Coordination = 8
- Child Care/Recreation = 7
- Crisis-related Services = 31
- Day Treatment = 4
- Family/Parent Support Services = 12
- Foster Care = 13
- Group Homes = 22
- Independent Living Placement = 2
- In-Home Therapy Services = 33
- Life Skills Services = 5
- Med Mngmnt./Nursing Services = 9
- Outpatient Therapies = 45
- Psychological Assessment = 11
- Residential Care = 13
- Respite Services = 18
- Transportation = 10
- Youth Support Services = 12

There were **two hundred and nine (209) "Out of Network" requests** that were submitted during 2015. Requests were primarily submitted for services such as psychological evaluations, individual and special therapies and group home care. Thirty-nine (39) of the 209 or 19% requests were denied primarily due to the request actually being withdrawn/not needed, not being submitted in advance of the service being provided, the service already being offered in network, or the vendor actually declining/not accepting Wraparound rates.

**No New Provider Orientations** took place during 2015.

**Four (4) Level I and three (3) Level II Wraparound Provider Philosophy Trainings** were held. The trainings focus on the implementation of Wraparound philosophy and the Child and Family Team process. Both levels of training are 5 hrs. each with a lunch break. A total of ninety-nine (99) providers participated.

**Provider Fiscal Training** was also provided twice this year. Wraparound's Fiscal Coordinator visited the agencies and provided personal training in billing and invoicing.

**Five (5) Provider Forum Meetings** took place. This meeting provides an arena in which network vendors assemble to receive updates and general information about the Wraparound Milwaukee program and Delinquency & Court Services Division (DCSD) programs. The Providers are also offered the opportunity to share information about their programs and ask any questions or express any concerns.

Several **new services/service codes** were created and added to the Provider Network in 2015. The new services and/or specialized expansion of current services were created in an

effort to address new client and programmatic needs. Listed below are the new services/service codes:

CODE	SERVICE	EFFECTIVE DATE
5506A	Transitional Specialist Care Coord-Master Level	11/20/15
5522b	Individual/Family Training and Support Services	8/3/15
5303F	Mentoring, Specialized-BA/MA Crisis	4/23/15
5020	Health Clinic Appt	3/9/15
5167	In-Home AODA/Substance Abuse Counseling	2/25/15
5303E	Mentoring, Specialized Crisis	2/10/15

## Centralized Quality

### Assurance Committee

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



Through September 2015, the QA Committees' efforts focused on the following:

- Continued to strategize collaboratively and collectively as issues arose within one or more programs/networks/divisions
- Continued to implement “single indicator” audits in an effort to monitor procedural compliance across more agencies. **See Audits/Evaluations/Reports and Utilization Review Section**
- Reviewed Documentation and Billing Standards, Risk Assessment Tool, Partial Disallowance Protocol, Milw. County being the Payor of Last Resort,
- Continued to utilize the tracking system to monitor provider exclusions and/or issues that rise to a substantial level of concern
- Learned about the DHHS Strategic QA Plan to be implemented over that next couple years
- Division representatives presented at various meetings providing an update on QA activities occurring in their areas

In October of 2015 the Centralized QA Committee went on a hiatus while DHHS and Divisional QA changes occur.

## Project O'YEAH



*Project O'YEAH (Older Youth and Emerging Adult Heroes), a program administered under the auspices of Wraparound Milwaukee, is designed to support older youth and young adults ages 16.5 – 25 who may be experiencing emotional and behavioral challenges, to successfully transition to adulthood. This is a voluntary program.*

O'YEAH, now entering its 7<sup>th</sup> year of providing service, continues to look at areas that present challenges for transitional age young adults. Several partnerships have been established over the years that provide services/support to the youth. These include:

- Milwaukee County Adult Community Services
- Milwaukee County Adult Services Liaison
- Pathfinders Milwaukee, Inc.
- Lad Lake
- Journey House
- SaintA – Independent living
- LaCausa
- Milwaukee Public School collaborations
- State of Wisconsin
- Justice Point

**In 2015 (unless otherwise indicated), the following O'YEAH demographics were recorded:**

Demographics	N =
Total Screenings	185
Total Enrollments	116
Tier I	1
Tier II	96
Tier III	19
Disenrollments	51
Gender (2014 – 2015)	65% Male (N=146) 35% Female (N=80)
Age (2014 – 2015)	18.75
Ethnicity (2014 – 2015)	75% African-American (N=158) 14% Caucasian (N=29) 9% Hispanic (N=19) Biracial (N=2) .04% Native American (N=1) .04% Asian (N=1)
Average cost per member /per month	\$873.00

The various Tiers represent different levels of programmatic intervention. Young adults are guided into a Tier that would best support their needs as identified through the screening process. Tier 1 is the most intensive.

### **Futures Plans**

Futures Plans are the Plan that the young adult establishes based on their individual vision of adulthood. They will explore their needs and strengths and what supports may be necessary for them to achieve their hopes and dreams. There are several "Life Domains" that are addressed within the Plans.

In 2014-2015, two hundred and nine (209) young adults were enrolled. Of the 209, one-hundred and twenty-eight (128) had at least one domain entered on the O'YEAH Domains List. Those 128 youth had a total of 409 Domains identified within their Futures Plans.

Domain Category	# identified in Futures Plans
Educational/Vocational	119
Health and Well being	12
Legal/Restoration	23
Living Situation	34
Mental Health	111
Safety	8
Social/Recreational	6
Transition to Adulthood	79
Family	12
Other	5

Out of the 409 Domains identified fifty-three (53) were closed out. The average change from the initial Domain Ranking value (Scale of 1-5, with 1 meaning minimal progress was made in that area, to 5 meaning maximal progress has been in that area) to the final Domain Ranking value were as follows:

Domain Category	Average Change in Value
Educational/Vocational	+1.43
Health and Well being	+2.62
Legal/Restoration	+2.5
Living Situation	+.33
Mental Health	+1.57
Safety	+.5
Social/Recreational	+1
Transition to Adulthood	+1.72

### **Owen's Place**

***Owen's Place (in honor and memoriam of Owen Felix, the first Director of Project O'YEAH) is a resource center designed to assist young adults between the ages of 16.5 and 24 years whose mental health needs may be impacting on their ability to lead an independent life.***

### **Owen's Place happenings in 2015:**

Owens Place continues to expand its partnership with community resources throughout Milwaukee County to provide our young adults with a variety of programming that will help guide them with their transition process as well as make lasting connections with their community.

These partnerships include:

- Mental Health of America- Parenting and Nurturing Classes
- Diamond State of Mind-Character Development series
- Knowthyself-Knowthyself Project
- Personal Responsibility Education Program-The Center for Self Sufficiency Silver Spring Neighborhood Center
- Prime Financial Credit Union- Financial Literacy and Job Readiness
- POHSEY (*Proactive Outreach for the Health of Sexually Exploited Youth*)-Focus Group

Throughout 2015, Owen's Place underwent several changes. Owens Place expanded its operation by 4500 sq. ft. allowing for 2 additional conference rooms, offices for the O'YEAH Transitional Coordinators, a full kitchen and we now share space with SaintA's Independent Living Team and St. Charles FISS Team.

Besides the expansion, we also made great strides in expanding the capacity in which we are using our Peer Specialists. Our Peer Specialists have taken a more active role in identifying programming to meet the needs of our ever-growing young adult population. They have also expanded their roles to facilitate different workshops each week, which provide innovative ways to engage and retain youth involvement.

As we move into 2016, our focus will be on engagement and empowerment with our young adult population.

**Submitted by:**

Shannon Trzebiatowski, MS  
Program Manager, O'YEAH/Owen's Place

### **M.O.V.E.** **WISCONSIN**

#### **M.O.V.E. WISCONSIN**

(Wisconsin Youth Motivating Others through Voices of Experience) ***is a youth-run organization designed to empower adolescents and young adults involved in the Wraparound Milwaukee program. Community-based activities are planned and implemented focusing on leadership development and creativity. The group meets at Owen's Place the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month.***



In January of 2015, Wilton Johnson was appointed as the new State Coordinator of MOVE WI. Wilton is a State Certified Peer Specialist and has been working tirelessly to build a presence for MOVE WI in the local community. Wilton is working towards launching the first local chapter of MOVE Milwaukee by working closely with the youth and young adults who access Owens Place.

In 2015, MOVE WI focused on educating others about MOVE WI and ways to get involved. They also accomplished a number of tasks, which include:

- Launching their own website ([www.movewi.org](http://www.movewi.org))
- Began an anti-stigma campaign called *REPLACE LABELS WITH LOVE* which has gained international attention and support
- Hosted a Text, Talk and Act event which was a conversation about mental health
- Met with leaders of Youth Move National to expand our Chapter and amplify our young adult voice in the community
- Hosted a Question, Persuade and Respond Training for suicide prevention
- Partnered with Know Thyself Project for a PhotoVoice project and hosted a gallery night to display the photographs
- Hosted a training on Strategic Sharing
- Held a Restorative Justice Circle

As we move into 2016, MOVE WI is looking to continue to spread the word of their *REPLACE LABELS WITH LOVE* campaign through decals and t-shirts. MOVE WI hopes to expand into Milwaukee Public Schools (MPS) and develop Chapters within the schools. Their first introduction into MPS will occur later in May of 2016 when MOVE helps celebrate Children's Mental Health Awareness Day with a goal to reach 500 students within MPS and educate them on mental health in addition to getting them to take a pledge to manage their own mental health.

Submitted by:

Wilton Johnson, State Certified Peer Specialist, Young Adult Advisor at Owen's Place and MOVE WI State Coordinator



## FISS Program

***The FISS (Family Intervention and Support Services) Program is a program administered through the Milwaukee County Behavioral Health Division per a contractual agreement with the Division of Milwaukee Child Protective Services (DMCPS). Milwaukee County was awarded the contract, which began in July of 2012.***

***The program is designed to assess and provide services***

***to families experiencing life challenges with their adolescent child age 12-18. The FISS program goal is to strengthen the parent/guardian's ability to support their adolescent in the home, community and school.***

**The FISS program has two components:**

1. **Assessment** - Assessments are conducted either in the office or in the home utilizing tools provided by DMCPS. Based on the assessment results and supervisory consultation, the family is referred to the FISS services unit, DMCPS, Milwaukee County Department of Human Services Delinquency and Court Services, or programs/agencies in the community.
2. **Case Management** - The FISS services unit provides families with a case manager (contracted through St. Charles Youth and Family Services) who utilizes Wraparound Milwaukee's provider network, crisis services through the Mobile Urgent Treatment Team, and community agencies to formulate and implement a service plan with the family. Case managers utilize the Wraparound philosophy and Coordinated Service Team approach with the goals of providing stabilization, and sustainable connections to community resources. The approach is strength based, and utilizes a combination of paid network services, natural supports, and community based services.

In October of 2015 the FISS staff relocated their offices to Owen's Place located at 4610 W. Fond du Lac Ave., Milwaukee. This more central location will hopefully increase family access.

In 2015, the following FISS demographics were recorded:

Demographic	N/% =
Assessments Completed (Individuals)	698
Assessment No Show/Cancel Rate	383/35%
Enrollments (families) in Case Management	109
Disenrollments (families) from Case Management	108
Average Length of Stay (ALOS)	3 to 4 months

Submitted by:

Stacy Kozel, LCSW  
Program Coordinator - FISS  
Associate Director - Wraparound Milwaukee

## V. Other Accomplishments

### Positive Recognition Announcements

A total of 57 Families/Service Providers/System Collaborators and/or Care Coordinators were recognized in 2015 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.



"Ms. C is the best thing that ever happened to my family. She is such a good-hearted person. She has been a big help to me and my family and we all love her. I wish I had an award for her because she should get one. So happy to have her as my Parent Assistant. Thank you Ms. C."

"When J. came into my home he came with understanding. He listens and intercepts when needed. He talks to my child, goes on outings and the main thing is that he has love for my child."

"Ms. G is well rounded, empathetic, nurturing, a great listener, attentive and understand the adversity my family is dealing with."

"R. is dependable, helpful and available. We consider him part of our family."

### **Research Activity**

As a data driven program, Wraparound Milwaukee collects and analyzes data to assure accountability and responsiveness to the Wraparound model and the children and families we serve.



In 2015, the research arm of Wraparound Milwaukee was involved with a number of projects:

#### **Dual Status Youth - Publication**

***Demonstrating Effectiveness of the Wraparound Model with Juvenile Justice Youth through Measuring and Achieving Lower Recidivism*** Bruce Kamradt, MSW & Pnina Goldfarb, PhD, Published through the Technical Assistance Network, Institute of Innovation and Implementation. University of Maryland. June 2015.

Dual status youth move between the child welfare and juvenile justice systems, and often are involved in both concurrently. An investigation of the dual status population was conducted to identify a general descriptive profile, a clinical picture and a

juvenile justice profile. The outcomes revealed that 77 Wraparound youth were identified as dual status between January 2013 and June 2015 and a disproportionately larger number are females (47%) than the general Wraparound population (20%). According to the Adverse Childhood Experiences (ACE), these youth have experienced high levels of trauma, 47% have an ACE score >4. All youth had multiple diagnoses with a great number of bipolar, depression and ADHD and the Achenbach revealed both externalization and internalization scores deep in the clinical range. Fifty five percent of the total population has had at least one hospitalization and 76.6% (59 youth) were on psychotropic medications. An analysis of Wraparound Milwaukee's dual status youth revealed that the average age for first time charged offenses is 14.05 years and the range is from 7.07 to 16.98 years. Forty percent (31/77) were identified as high risk.

#### **Wraparound Youth: An Analysis of Recidivism and Vehicle Related Offenses**

- The overall program recidivism rate is 18.6% (147/787 enrolled youth)
- The multiple offense rate is 45.3% (122/269 offenses were perpetrated by youth who had offended multiple times).

The breadth of offenses spans 34 separate crime types. The top high frequency offenses are *Battery*, *Disorderly Conduct*, *Robbery* and two *Vehicle Related* crimes. *Vehicle Related* offenses are more frequent than *Assault* or *Property* offenses and they constitute 24% of all offenses. There also appears to be large fluctuations in *Vehicle Related* crimes from month to month, which may be related to the seasons. Further study may reveal that the time of year may influence the incidence rate of these offenses.

#### **Re-entry Program Status Report**

The purpose of this report was to collect and analyze aggregate data of those youth who are being served by Wraparound Milwaukee in the Department of Correction (DOC) Collaboration Re-entry program in order to gain a better understanding of this population and the programmatic outcomes for these youth.

A total of 23 youth went through the program between May 2014 and November 2015. Ninety one percent (21/23) were male and nine percent (2/23) were female. In general, this population has a preponderance of males and skews older, i.e. - average age of 16. The two highest incidences of diagnostic disorders were Disruptive Disorders and Mood Disorders (both 65% of the total population.) However, the number of youth with an ADHD diagnosis is almost at the same incidence level (61% or 14/23.) The average enrollment was 168 days. Thirty-five (35) percent were determined to be successful, 22% completing the program and 13% transferring to O'YEAH. The remaining youth disenrolled because they returned to corrections. However, the data reveals that only 3/23 or 13% of the total population acquired new charges and this represents 23% (3/13) of those that returned to corrections. The remaining ten youth received sanctions. The types of behaviors

that resulted in sanctions included; parole violations (e.g. removal of the GPS monitor) and noncompliance/safety.

Submitted By: Pnina Goldfarb, PhD  
Wraparound Milwaukee Research Consultant

## Family Orientations

### **Eight (8) Family Orientations were held.**

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, MOVE Wisconsin, service provision, system partner collaboration, crisis services, paperwork/evaluation requirements and the disenrollment process are discussed. Lunch is served and families are provided with a grocery store gift card as a welcoming and thank you for attending the orientation.

All new families entering the Wraparound system of care are invited and encouraged to attend. Families United of Milwaukee staffs continue to call families in an effort to encourage attendance at the Family Orientations.

## Visits from other Sites/Programs, Technical Assistance, Presentations



**August 2015** – On August 25<sup>th</sup> and 26<sup>th</sup>, Wraparound hosted a site visit for a group from **Prince George's County in Maryland**. The visit focused on an overview of Wraparound Milwaukee, Wraparound's financial/funding and Care Coordination Agency structure, Agency Performance Measures, MUTT, collaborating with Child Welfare and other system partners, Transition to Adulthood programming, use of an IT System to support ones work and the Role of Trainers and Coaches.

## Mobile Urgent Treatment Team (MUTT)



In 2015 MUTT continued to develop new initiatives, while continuing to serve both Wraparound affiliated youth/families and the Milwaukee County community at large.

With the support of Wraparound and their partnership with the City of Milwaukee and the Milwaukee Police Department (MPD), MUTT took on the clinical role in a new program to identify and support child victims of traumatic violence. MUTT provided training to MPD in an effort to implement an

intervention model based on a program from New Haven, Connecticut. Officers identify victims and witnesses of traumatic violence and work alongside specially identified/trained MUTT clinicians to assess and support these children and families. The program is currently limited to children/families that live in the city blocks being serviced by District 7 of the Milwaukee Police Department.

In addition to the training provided to nearly every officer in District 7, Dr. Dykstra, Director of MUTT, has taken an expanded training role within the MPD Crisis Intervention Team (CIT) program as that program is now available to all Milwaukee County officers. CIT is a nationally recognized model for officers coming in contact with citizens who may be experiencing/exhibiting serious and persistent effects of mental illness.

In addition, MUTT was able to work with Wraparound to help bring Dialectical Behavior Therapy (DBT) Training to the Wraparound Provider Network. DBT was identified as a need within the network and using Wraparound resources and expertise, we made that training available to interested clinicians. MUTT staff with special expertise in DBT then started a treatment group to help support the efforts of trained clinicians providing individual therapy.

In the fall of 2015, MUTT was re-credentialed by the State of Wisconsin to continue to provide crisis services to youth and families in the Milwaukee community through 2017.

In 2015, MUTT provided services to the following number of youth in the following locations/through the following contact types:

Contact Location/Type	Distinct Number of Youth Seen
Children's Court/Detention	7
Home	475
Wraparound Wellness Clinic	30
Psychiatric Crisis Services (PCS)/ Acute Inpt. Hospital	40
School	251
By phone	162
Other	147
<b>TOTAL</b>	<b>1,060</b>

Submitted by: Steven P. Dykstra, PhD  
Director, Mobile Urgent Treatment Team  
Licensed Psychologist

## Proactive Outreach for the Health of Sexually Exploited Youth Project (POHSEY)



In 2014, Wraparound Milwaukee, as the primary community partner, in collaboration with the Medical College of Wisconsin and Rethink Resources & Diverse and Resilient, was awarded a Healthier Wisconsin Partnership Program (HWPP) planning grant to develop and implement the **POHSEY Project**. The goal

of this Project was to improve the identification and treatment of youth involved in human trafficking by developing policies and procedures to improve and provide comprehensive health and mental health care throughout Milwaukee.

From 1/1/14 – 12/31/15 Project dissemination efforts included:

- Outreach Materials/Events
  - Developed a resource guide, project website and protocol for contacting agencies when trafficking is reported
  - Conducted round table discussion on the needs of youth who have been sexually exploited
  - Presented early identification, risk factors and information on Commercial Sexual Exploitation of Children (CSEC) to middle and high school students and staff
  - Presented community resources to parents and children at a Community Learning Center
  - Participated in co-panelist presentation for Sigma Theta Tau, International Honor Society of Nursing
  - Developed and distributed a resource book for survivors of trafficking and over 2,000 resource cards for teens
  - Developed medical protocols and algorithms for Human Service Workers, Specialized Care Coordinators and Crisis Stabilizers
  - Conducted numerous educational presentations and information sessions reaching over 500 medical, mental health and social service providers
  - Interviewed for and quoted in Health Progress, the journal and online publication of the Catholic Health Association of the US
  - Participated in interviews for publications in The Guardian and Milwaukee Magazine
- Presentations
  - Participated in co-panelist presentation on CSEC at MCW
  - Conducted webinar presentation titled "Missed Opportunities: The Medical Response to Sex Trafficking of Minors"
  - Panel presentation at MCW
  - Workshop presentation at the North American Society of Pediatric and Adolescent Gynecology annual meeting
  - Presented at the Reviving Justice Conference
  - Presented at Children's Hospital of Wisconsin Grand Rounds
  - Conducted workshop at the National JUST Conference

See the link below for more information:

<http://www.mcw.edu/Advancing-Healthier-WI-Endowment/HWPP-Funded-Awards/2014/Proactive-Outreach-Health-of-Sexually-Exploited-Youth.htm>

The first phase of the grant ended in December 2015. In November 2015, Wraparound was awarded a second cycle of funding through the Medical College of Wisconsin's **Healthier Wisconsin Partnership Program**. In the second cycle, POHSEY will build on the work and discoveries from the first phase. The focus will be directed on developing curriculum, training and resource tools for health care professionals and service providers who come in contact or work with youth who have been or may be commercially sexually exploited or trafficked.

Submitted by: E. Marie Broussard, MPA  
Project Manager, Grants  
Wraparound Milwaukee



### **Welcome Home Teens in Motion** **Support Group**

During 2015, the "Welcome Home Teens in Motion" youth support group continued to focus on the needs of runaway youth in Wraparound Milwaukee. The group is scheduled to meet monthly to share stories, concerns, and resources and provide anonymous support to one another. Several tools that Care Coordinators, families and youth can use to address questions and concerns about youth missing from care are available. These tools can be found on the Wraparound Milwaukee Website - <http://wraparoundmke.com/care-coordination/toolkit-for-youth-missing-from-care>



### **Teen Parent/Pregnancy Protocol and Pregnancy Prevention Program**

In Wraparound's commitment to ensuring the safety and well-being of all children and families, the **"Protocol for Teen Parents/Parents-To-Be/Pregnancy Prevention"** was developed and implemented. In 2015 approx. 20-30 pregnant/teen parents/sexually active teens received support, guidance and care from a designated Wraparound Milwaukee nursing staff as it relates to sexual health issues, i.e. – Safe Sex, Sexually Transmitted Diseases, Birth-Control Education, Pregnancy and teen parent education like Safe Sleep and Shaken Baby Syndrome and Safety issues that relate to infant care and parenting. The protocol also ensures that every teen parent has access to a Pack and Play (promotes safe sleep) and community resources that can assist with additional support and guidance to pregnant and non-pregnant teens.

The protocol can be accessed at:  
<http://wraparoundmke.com/?p=1285>

Teen Pregnancy and Protocol Brochure can be accessed at:  
<http://wraparoundmke.com/?p=1284>

Submitted by: Maryan Torres, BSN, RN, CPN  
Wraparound Milwaukee

## Milwaukee Adolescent Health Clinic/Wraparound



The Milwaukee Adolescent Health Program clinic continues to serve youths who have been identified as being commercially sexually exploited or domestically sex trafficked (CSE/DST). This clinic is in collaboration with the Downtown Health Clinic with funding from a federal grant through the OJJDP to mentor and provide services for youth who have been CES/DST.

In 2015, the clinic saw over 22 patients who were evaluated and received STI treatment services, birth control and support services that relate to adolescent health. The Clinic is staffed by Wendi Ehrman, M.D. of the Medical College of Wisconsin and Wraparound's Maryan Torres BSN, RN, CPN.

Youth can be referred to the mentoring program from the clinic or referred to the clinic through the mentoring program. However, any youth participating in the mentoring program, including non-Wrap kids, will be eligible to receive services at the MAHP Clinic. The clinic is open one day per month, Monday afternoon from 1-5 p.m. Call Maryan Torres (414 - 257-7624) for more information.

Submitted by: Maryan Torres, BSN, RN, CPN  
Wraparound Milwaukee

## Wraparound Wellness Clinic



During 2015, Wraparound's Wellness Clinic continued to provide medication management and wellness/education services to the youth involved in the Wraparound and REACH programs.

In 2015 the following occurred:

- The clinic relocated to the west side of the Behavioral Health Complex. The new space continues to offer a family friendly experience in a warm setting.
- Modifications were made to several processes in an effort to further incorporate the Health Home Model of care. One of the primary modifications focused on getting and reviewing information from youth's primary care physicians in an effort to support a more holistic approach to care. This process will actually be part of Wraparound Performance Improvement Project for 2016.
- Efforts also began on hiring an Advance Practice Nurse Practitioner in 2016.

Many youth were seen in the clinic! Referenced below are clinic appts that occurred in 2015 in comparison to the two previous years:

Month	2013	2014	2015
January	203	163	310
February	119	202	287
March	177	170	288
April	160	223	227
May	183	196	243
June	209	197	280
July	164	222	336
August	229	175	240
September	142	211	303
October	201	289	286
November	203	173	252
December	184	244	287
<b>Yearly Clinic Appt. Totals</b>	<b>4,187</b>	<b>4,479</b>	<b>5,354</b>

Submitted by:

Dennis Kozel, MD  
Wraparound Milwaukee Medical Director

## CORE (Coordinated Opportunities for Recovery and Empowerment) Program



The CORE program is a new program being offered under the Wraparound Milwaukee system of care that offers comprehensive and specialized mental health services and support to individual's ages 10-23 years old that are experiencing their first episode of psychosis. Some symptoms the individual may be experiencing include hallucinations, delusions, unusual thoughts, disorganized thinking/speech or disruption of self-care.

Services offered include:

- ✓ Care Coordination
- ✓ Therapy
- ✓ Peer Support
- ✓ Psychiatric Services
- ✓ Employment and Education Support

In 2015, the CORE Program provided services to fifteen (15) youth/young adults ages 16 to 23.

A referral to the program can be made by calling the REACH Intake Line at (414) 257-7607. For general information, you can contact Brian McBride at (414) 257-7158.



## Youth Living Out Loud (YLOL)

YLOL is a mentoring program being administered under the Wraparound Milwaukee system of care, the works with youth who have been, or are at high risk for being commercially sexually exploited or trafficked.

YLOL is now in the second year of a three-year grant awarded from the Office of Juvenile Justice and Delinquency Prevention (OJJDP). Last year we experienced great success in providing mentoring services to youth who have been or are at high risk for being commercially sexually exploited or trafficked. We developed a comprehensive training curriculum for mentors and specialized crisis stabilizers working with this population of youth. We also successfully enrolled boys and transgender youth who are under-reported or underserved among those who have been commercially sexually exploited or trafficked. This year we are making a targeted effort to recruit and train survivor mentors in the peer support model, as well as expanding the support options offered to youth and their families.

In 2015, forty-three (43) youth received specialized YLOL mentor services.

Submitted by: E. Marie Broussard, MPA  
Project Manager, Grants  
Wraparound Milwaukee

### Collaborations with other programs in the Behavioral Health Division (BHD) and the Department of Health and Human Services (DHHS)



In 2015, Wraparound Milwaukee participated in several Behavioral Health Division and/or Department of Health and Human Services (DHHS) committees and workgroups as BHD/DHHS moves forward with its strategic plans for the future. Those committees/workgroups consisted of:

- BHD Family Advisory Council
- BHD Patient Rights Committee
- BHD PolicyStat Committee
- BHD Quality Strategic Planning Committee
- BHD Consumer Satisfaction Survey Workgroup
- BHD Performance –Based Measures Workgroup
- DHHS Strategic Planning Committees (Internal Satisfaction of County Services for Employees, Standardized Employee Policies, High Quality and Accountable Service Delivery)

### Other happenings improving the quality of life for Wraparound youth and families and our Care Coordinators:

- **Summer Family Picnic** – On August 14th, Families United of Milwaukee, Inc., M.O.V.E. Wisconsin, Wraparound Milwaukee, Wraparound Care Coordination Agencies and several other system partners collaborated to sponsor the annual Summer Family Picnic at Lincoln Park. Food, games and art and crafts were the highlights of the day!
- **Care Coordinator Appreciation Day** – In July, Wraparound Milwaukee organized a special event held at the

Milwaukee County Zoo/Zoo Ala Carte Event to show our appreciation to the Care Coordination Agencies serving the youth and families in Wraparound. Care Coordinators received special admission prices to the zoo and were honored with certificates of appreciation. Cake, soda and goodie bags for the Care Coordinators family members were a smash at the event!

- **Care Coordination Holiday Event** – On December 4<sup>th</sup>, the annual Care Coordinator Holiday event was held at the Washington Park Senior Center in Milwaukee. The Care Coordinators enjoyed lunch, treats, entertainment provided by each of the Care Coordination agencies and a door prize holiday raffle.

- **Care Coordinator of the Month Award** – Wraparound Milwaukee continues to sponsor the Care Coordinator of the Month Award. The winner of the award receives a traveling trophy filled with treats and goodies to display on their desk and is recognized on the Synthesis opening screen page.



- **6th Annual Wraparound Milwaukee Talent Show** – On May 20<sup>th</sup>, Wraparound held its Annual Talent Show at Pulaski High School Auditorium. Doors opened at 5:30p.m. for the always-amazing Youth Art Auction in which guests got to bid for artwork that was created by youth in the Wraparound programs. All proceeds went directly to the artist. The Talent Show began at 6:00p.m. Several youth and their families participated in sharing their talents through music, song, poetry and dance.

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*Wraparound remains committed to providing quality care to the youth and families 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. Your time is greatly appreciated!*



*Respectfully Submitted,*

*Pamela A. Erdman MS, OTR*

*Wraparound Milwaukee Quality Assurance Director*

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