

**Family Choice of Services and Providers in Wraparound Milwaukee and How Families Evaluate Their Performance**

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**Wraparound Milwaukee**

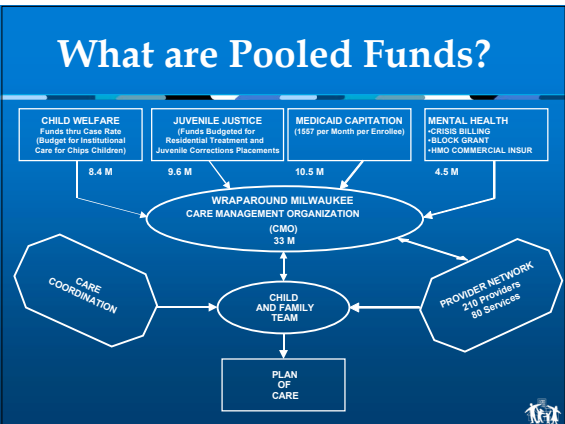
- One of largest systems of care for children with serious emotional needs and their families
- Serves over 1000 children annually
- Blends \$33 million in Child Welfare, Medicaid and Juvenile Justice funds
- Utilizes a Wraparound approach with strength-based, highly individualized and family-driven care
- Components of care include
  - Care Coordination
  - Mobile Crisis Service
  - Provider Network

**Wraparound Milwaukee Provider Network**

- Extensive "fee-for-service" system
- 80 services offered, average client receives 3.5 different services
- 230 agency providers
- Service descriptions, units and rates for services established by Wraparound Milwaukee
- Families choose providers, care coordinators enter authorization
- Electronic data entry to access services; vendors bill electronically via internet
- Extensive QA/QI process to monitor and measure agency performance

**Advantages of Fee-For-Service Provider Network System**

- Cost
  - No guaranteed volume of business or expenditures
  - Pay only for delivered units of service
- Flexibility
  - Funds follow client needs
- Levels "Playing Field" for New Providers
  - Encourages Minority Vendor participation
- Competition Promotes Quality and Responsiveness
- "De-Politicalizes" Contracting
- Families Offered Choice of Providers
- One Network can Service Multiple Programs
- On-Line resource Directory for Care Coordinators and Families



**Family Values That Guide Choice of Services and Providers**

- Their presence and voice means they are committed to the Team and want what is best for their child
- Parents usually know what services and what provider is a best fit to meet their family's needs
- It is not a choice or voice unless parents speak on behalf of their entire family's needs

## What We Want Providers to Know About Families They Serve

- Set the bar high for those who provide service to your family
- Families strengths are number one factor
- Give parents a chance to show you who and what they represent before you start to judge them
- Understanding family's means being sensitive and respectful to their culture
- Focus on the family's total needs not your position
- Reinforce your policy and make sure your staff know that the family has an ability to choose
- Encourage family's to get involved in their child/youth/family treatment plan
- Being available to families when they are in need



## Elements of Choice

- Services are located in the community
- Transportation is available for families to get to the service
- Parents are given a variety of providers to choose from for each type of service
- Providers are culturally diverse
- Providers are held accountable for services they provide
- The provider agency's goal is to do an "outstanding job" not merely an acceptable job when working with families



## Measuring Family Satisfaction with Provider Network

- 2003 – 2004 Performance Improvement Project for Wraparound Milwaukee's Medicaid Contract
- How satisfied are Wraparound Milwaukee families with the services they receive from the Provider Network
- 5 point ranking scale from very satisfied to very dissatisfied



## Eight Identified Indicators

- Focuses on my family's strengths
- Understands our needs and limits
- Is sensitive to our cultural needs
- Listens to my family
- Follows my family's plan of care
- Has knowledge of families/child development
- Is respectful to my family
- Is available when we need him/her



## Overall Indicator Average Ratings per Service Type

Service	N	Focuses on family's strength	Understands our needs/limits	Is culturally competent	Listens to my family	Follows my Family's POC	Knowledge of families/child dev.	Is respectful of my family	Available when we need teacher	AVERAGE OVERALL SCALE RATING
Crisis 1:1 Stabilization	36	4.61	4.64	4.65	4.69	4.64	54.64	4.72	4.56	4.6401
In-Home Lead (Medicaid)	19	4.63	4.58	4.53	4.53	4.47	4.63	4.84	4.42	4.5825
Ind. Family Counseling and Therapy	14	4.64	4.40	4.44	4.53	4.57	4.73	4.73	4.33	4.5917
Mentoring	12	4.33	4.36	4.80	4.67	4.80	4.42	4.77	4.42	4.4000
Residential Care	13	4.08	4.15	4.23	4.31	4.38	4.38	4.69	4.46	4.3385



## Overall Satisfaction Levels of Families with Providers

INDICATOR	SATISFACTION LEVEL
Is Respectful of My Family (N=219)	4.66 (Satisfied-Very Satisfied)
Is Culturally Competent (N=192)	4.58 (Satisfied-Very Satisfied)
Listens to My Family (N=210)	4.57 (Satisfied-Very Satisfied)
Has Knowledge of Families/Child Development (N=207)	4.51 (Satisfied-Very Satisfied)
Follows My Family's Plan of Care (N=206)	4.48 (Satisfied-Very Satisfied)
Understood our Needs and Limits (N=208)	4.44 (Satisfied-Very Satisfied)
Focuses on our Family's Strengths (N=209)	4.43 (Satisfied-Very Satisfied)
Is Available When We Need Him/Her (N=211)	4.42 (Satisfied-Very Satisfied)

