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

Bruce Kamradt, MSW
and
Margaret Jefferson, Director
Families United of Milwaukee

19th Annual Research Conference on Systems of Care for Children’s Mental Health
Tampa, Florida – February 23, 2006

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

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-Politicizes” Contracting
- Families Offered Choice of Providers
- One Network can Service Multiple Programs
- On-Line resource Directory for Care Coordinators and Families

What are Pooled Funds?

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 you 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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Wraparound Milwaukee</td>
<td>4.01</td>
<td>4.43</td>
<td>4.55</td>
<td>4.65</td>
<td>4.76</td>
<td>4.86</td>
<td>4.96</td>
<td>5.06</td>
<td>5.08</td>
<td>5.09</td>
<td>5.10</td>
<td>5.10</td>
<td>5.10</td>
<td>5.10</td>
<td>5.10</td>
<td></td>
</tr>
<tr>
<td>Wraparound Milwaukee (or similar)</td>
<td>4.03</td>
<td>4.45</td>
<td>4.56</td>
<td>4.66</td>
<td>4.77</td>
<td>4.87</td>
<td>4.97</td>
<td>5.08</td>
<td>5.09</td>
<td>5.10</td>
<td>5.11</td>
<td>5.11</td>
<td>5.11</td>
<td>5.11</td>
<td>5.11</td>
<td></td>
</tr>
<tr>
<td>Total Family Satisfaction</td>
<td>4.06</td>
<td>4.48</td>
<td>4.59</td>
<td>4.69</td>
<td>4.80</td>
<td>4.90</td>
<td>5.01</td>
<td>5.11</td>
<td>5.12</td>
<td>5.13</td>
<td>5.14</td>
<td>5.14</td>
<td>5.14</td>
<td>5.14</td>
<td>5.14</td>
<td></td>
</tr>
<tr>
<td>Overall Service</td>
<td>4.08</td>
<td>4.50</td>
<td>4.61</td>
<td>4.71</td>
<td>4.82</td>
<td>4.92</td>
<td>5.03</td>
<td>5.13</td>
<td>5.14</td>
<td>5.15</td>
<td>5.16</td>
<td>5.16</td>
<td>5.16</td>
<td>5.16</td>
<td>5.16</td>
<td></td>
</tr>
</tbody>
</table>

Overall Satisfaction Levels of Families with Providers

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Satisfactory Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wraparound of Twb family (n=217)</td>
<td>4.89 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Culturally Competent (n=219)</td>
<td>4.48 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Follows My Family (n=218)</td>
<td>4.37 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Has Knowledge of Families/Child Development (n=217)</td>
<td>4.37 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Follows My Family’s Plan of Care (n=218)</td>
<td>4.65 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Understands My Needs and Limits (n=218)</td>
<td>4.44 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Is Respectful to My Family (n=218)</td>
<td>4.46 (Satisfied Very Satisfied)</td>
</tr>
<tr>
<td>Is Available When I Need Him/Her (n=218)</td>
<td>4.32 (Satisfied Very Satisfied)</td>
</tr>
</tbody>
</table>