


Children's Community Mental Health Services and Wraparound Milwaukee

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What is Wraparound?

- A process which, when done according to the values and principles, leads to good outcomes for children and families.
- An individualized, trauma informed, approach that respects each person as the expert in his or her experience
- Evolutionary and aspirational
- Rooted in transformation vs transaction



Healing focused care

Wraparound values

- Collaboration
- System Integration
- Investment
- Community Based
- Equity and Cultural Humility
- Normalization
- Family Driven
- Strengths Based
- Needs Driven
- Unconditional Care

"It's not hard to
make decisions
when you know
what your values
are"

—Roy Disney

Collaboration: What does it look like?

COLLABORATIVE APPROACH

Driven by shared language, understanding, vision

Identifies needs by understanding function of behavior and adaptive responses

Compassionate/Empathic

Respects each individual as the expert in his/her experience

Focus on effective interventions and creative problem solving

Individualized planning

What you need is what we will create

CATEGORICAL APPROACH

Driven by system language, perspective and priorities

Identifies problems and applies labels

Blaming/Shaming

Prioritizes professionals as experts and applies top down approach

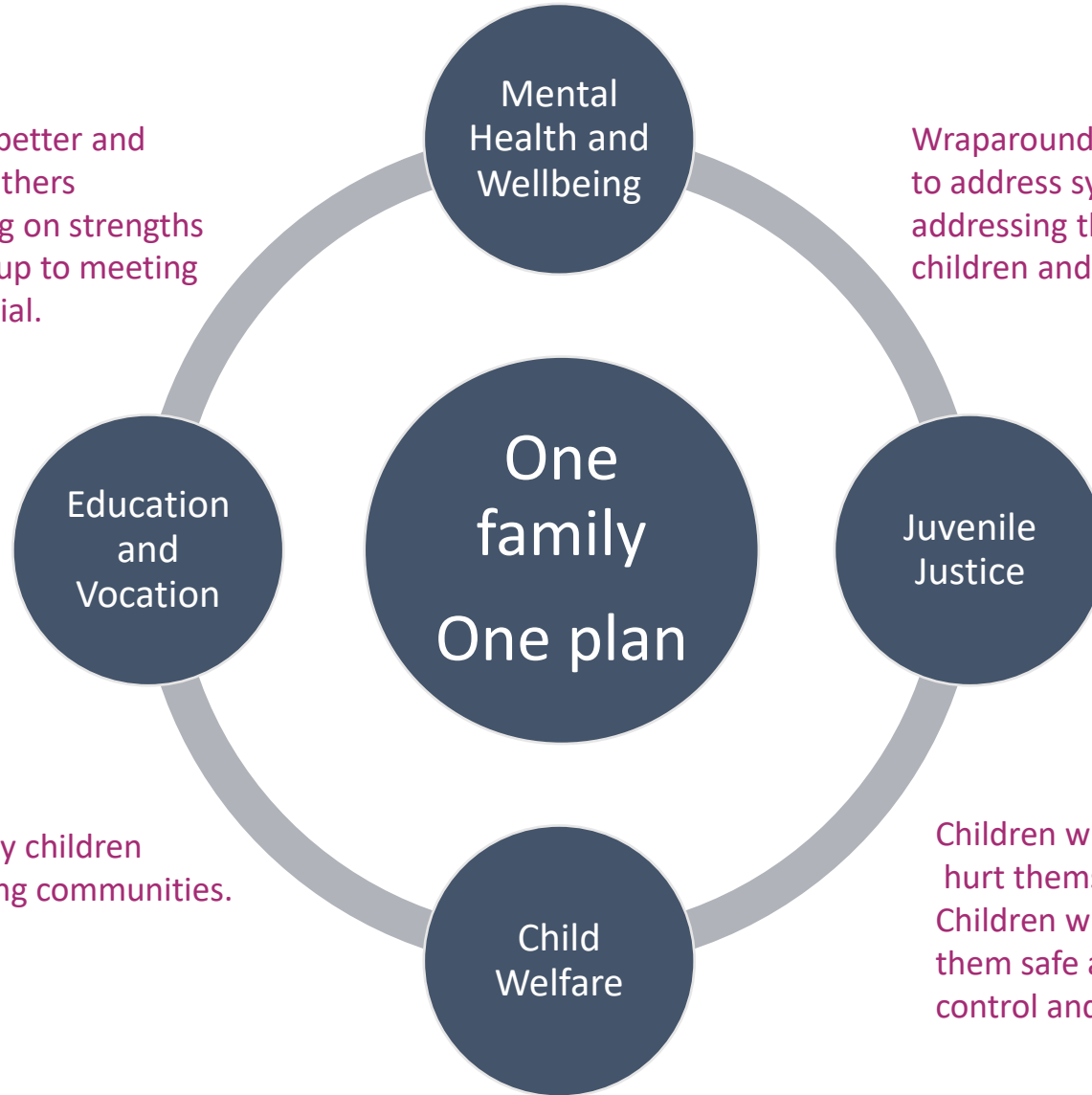
Focus on appropriate consequence and uses existing interventions that may have been tried before

One size fits all

What we have is what you need

System Integration: Rallying around the family



Safe and healthy children learn better and contribute to the education of others in the academic milieu. Building on strengths enhances skill set and scaffolds up to meeting academic and vocational potential.





Wraparound uses a collaborative approach to address system related priorities by addressing the health and wellbeing of children and families. Wellbeing is pervasive.

Healthy parents rear healthy children
Resilient families build strong communities.

Children who feel safe don't hurt themselves or others.
Children who trust adults to keep them safe are able to relinquish control and follow the rules.



Investment: People, Potential, Future

- 
- 
- Prioritize family friends and community
 - Task shifting
 - Targeted, developmentally driven, interventions
 - Services as tools rather than solutions

Community
Based:
We are
genetically
hardwired to
be tribal



Connections are the number one resiliency factor



Forming a network of people with similar values, beliefs, and interests



Accessible and invested support systems



Purpose, Hope, Contribution, and Identity

Equity



Everyone gets what they need
Addressing systemic racism in
practice and policy
Working to advance Social
Determinants of Health

Frames and Lenses



What's
the
story?

THE DAILY NEWS

www.dailynews.com

THE WORLDS FAVORITE NEWSPAPER

- since 1879 -

MAN KILLS DOG



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How does the story change?

THE DAILY NEWS

www.dailynews.com

THE WORLDS FAVORITE NEWSPAPER

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MAN KILLS DOG ATTACKING BABY



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THE DAILY NEWS

www.dailynews.com

THE WORLDS FAVORITE NEWSPAPER

- since 1879 -

MAN KILLS DOG ATTACKING BABY, BABY STARTED IT



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Normalization:
Reframe to
reduce blame

Traditional System Centered Language	Individualized Person-Centered Language
Acting out/uncontrollable/out of control	Emotionally dysregulated, needs help to calm down/cope, triggered
Has anger management problems	Threatened (perceived or real), sensitized survival (fight, flight) response, fearful, mistrusting, self-protective
Naughty, makes bad choices, bad on purpose	Adaptive patterns of behavior to ensure safety and control
Pushes buttons	Creates predictable responses based on worldview
Manipulative	Seeks to get needs met or communicate through behavior
In need of consequences to motivate change	Needs effective interventions to heal and learn new skills
Doesn't follow through, uncooperative, resistant, noncompliant	Mistrusting/suspects a hidden agenda, rule conflict, stages of change, uncertain about the unknown, lacks skills or confidence or support, the cost is greater than the benefit of change
Confrontational, belligerent	Relational template wired with threat, crossed the intimacy barrier
Dysfunctional, inappropriate behavior	Adaptive/generalized stress response, misunderstood, functional behavior displayed outside the original context, feels good
Checked out, disinterested, doesn't care	Dissociative stress response, re-experiencing, triggered
Attention seeking, needy	Relationship seeking, needs attunement, opportunity for co-regulation or soothing

Shift the focus, change the story

Behavior-
Focused
Shame &
Blame Based



Strength Based
Person Centered
True



Person Centered
Trauma Informed
Needs Driven &
Respectful

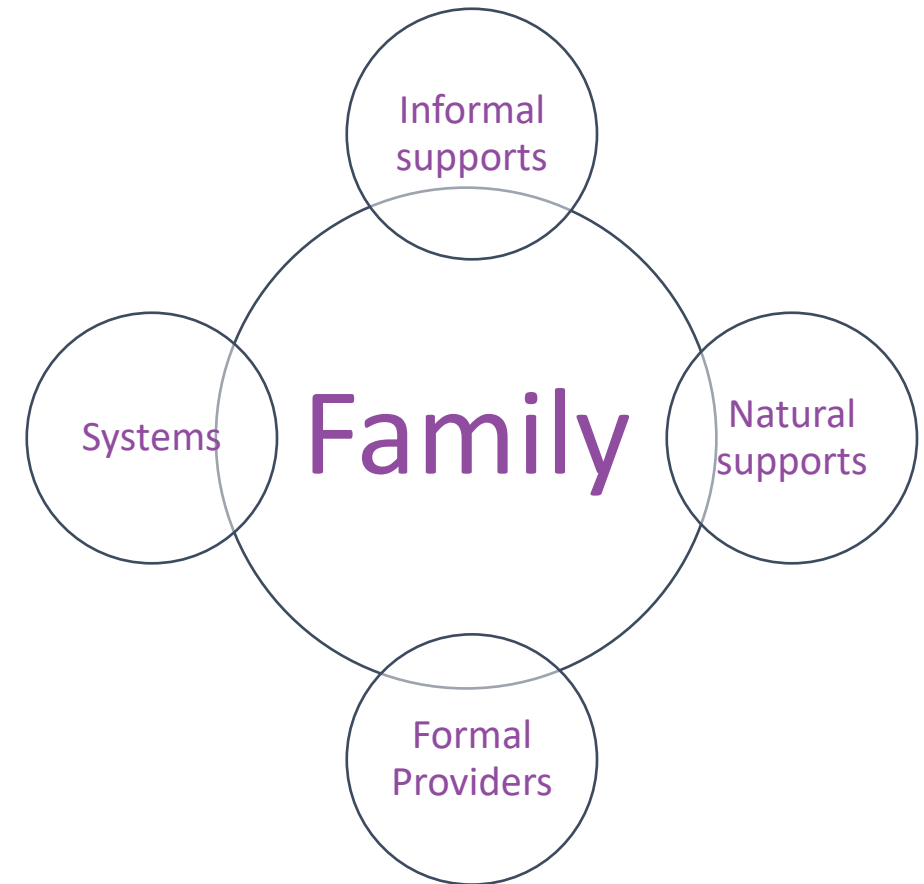
**“He is
aggressive”**

**“He reacts
aggressively”**

**“He fights out
of fear when
he feels
threatened”**

Family Driven: Beyond family voice and choice

- ❖ Vision comes from the family rather than a systemic agenda
- ❖ The family perspective is the focus
- ❖ Holistic approach to care includes the needs of the child, parent, siblings, and family unit
- ❖ Understand the family's identity, preferences and history to identify strengths and needs
- ❖ No meetings about the family without the family
- ❖ Share power



Strengths Based: Building on strengths

- Attitudes and Values
- Skills and Abilities
- Attributes and History
- Resiliency factors
- Preferences

The struggle you're
in today is developing
the strength you
need for tomorrow.

DON'T GIVE UP!

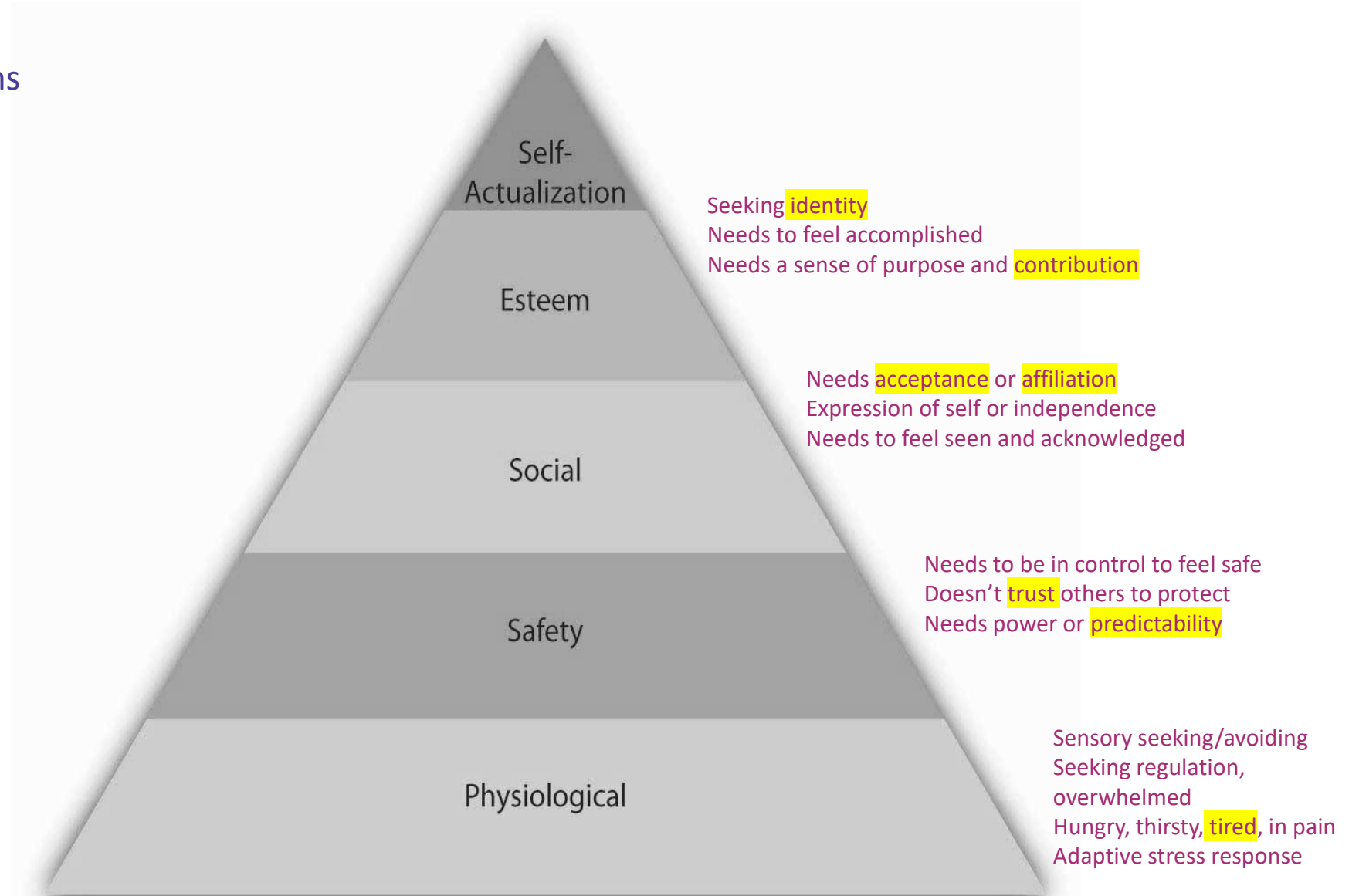
(Robert Tew)



WWW.LIVELIFEHAPPY.COM

Needs Driven: Understanding the “why”

- Explore needs in all domains
 - Legal / Restoration
 - Living Situation
 - Safety
 - Educational / Vocational
 - Family
 - Mental Health / Trauma
 - Cultural / Spiritual
 - Medical
 - Social / Recreational
 - Transition to Adulthood



Unconditional Care: Never give up

“We cannot give
that which we do
not have”

~Julie Alverado

Recognizing the
signs....

We should probably get therapy
for all of these issues
we conceal with
humour.



I wish I was full of tacos
instead of emotions.



som^{ee}cards
user card

Some call it bitching, I
call it verbal release
therapy! It's all
about perspective!



The 4 H's of Wraparound Process

Hello

The process of engagement and continued efforts to partner with the family and discover who they are and what they desire, and building a team of supports to help meet their needs.

Help

The process of facilitating the child and family team to plan, create, implement, and evaluate a plan of care that involves identifying strengths, needs, and strategies to achieve the family's vision of success.

Healing

The process of facilitating sustainable interventions through empowerment, involvement of natural and informal supports, and use of community resources. Healing involves assessing progress toward meeting needs, adjusting interventions to sustain progress and on-going preparation for transition out of care.

Hope

The process of executing a transition out of care based on resilience, sustainable supports and resources, task-shifting, and long-term planning to meet on-going and future needs. Hope is a celebration of success and healing and includes a thoughtful good-bye to honor the relationships built with formal supports and resources.



Hello

Life story



Family Vision

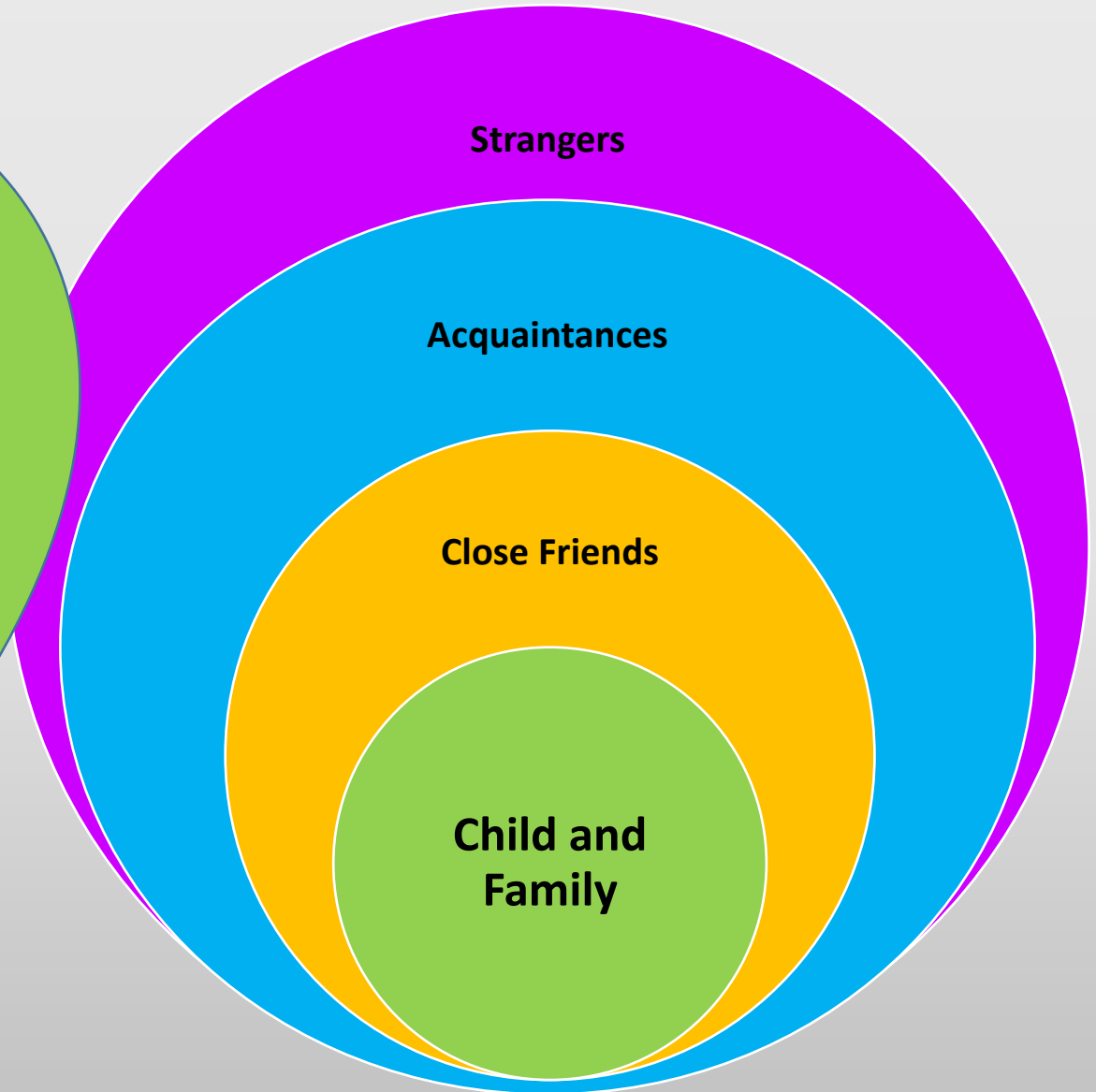
- ✓ Individualized to the family
- ✓ Represent a purpose in life
- ✓ Reflect hopes and dreams
- ✓ Provide a sense of direction
- ✓ Family centered

Inter-generational healing

What's not transformed gets transferred.

Cultivating healing in this generation creates a healthier next generation.

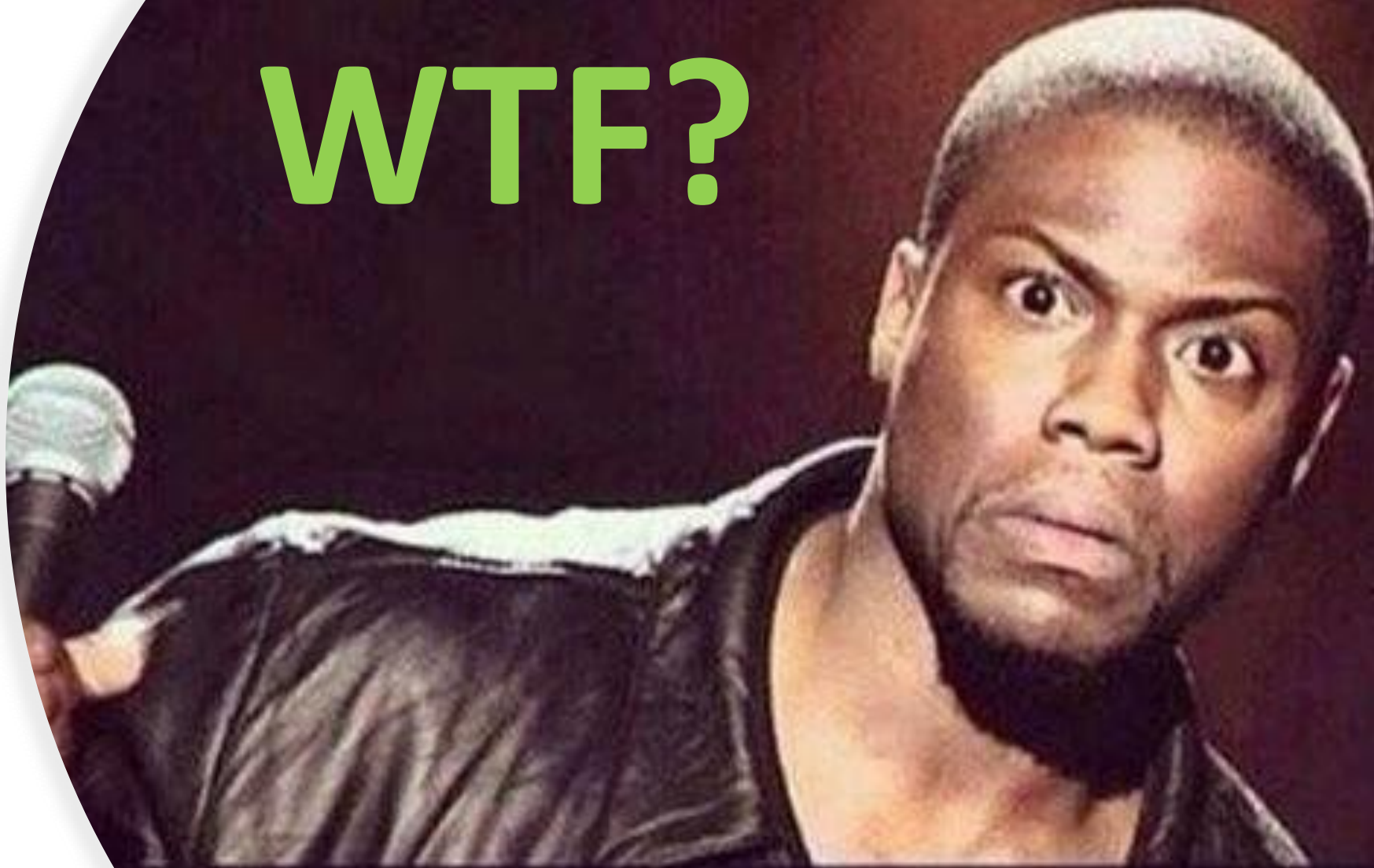
- Relationships have to earn trust



An illustration of several hands of different skin tones reaching out from the sides towards the center. The hands are rendered in a soft, semi-transparent style. The word "Help" is written in a green, sans-serif font across the center of the image, overlapping the hands.

Help

WTF?

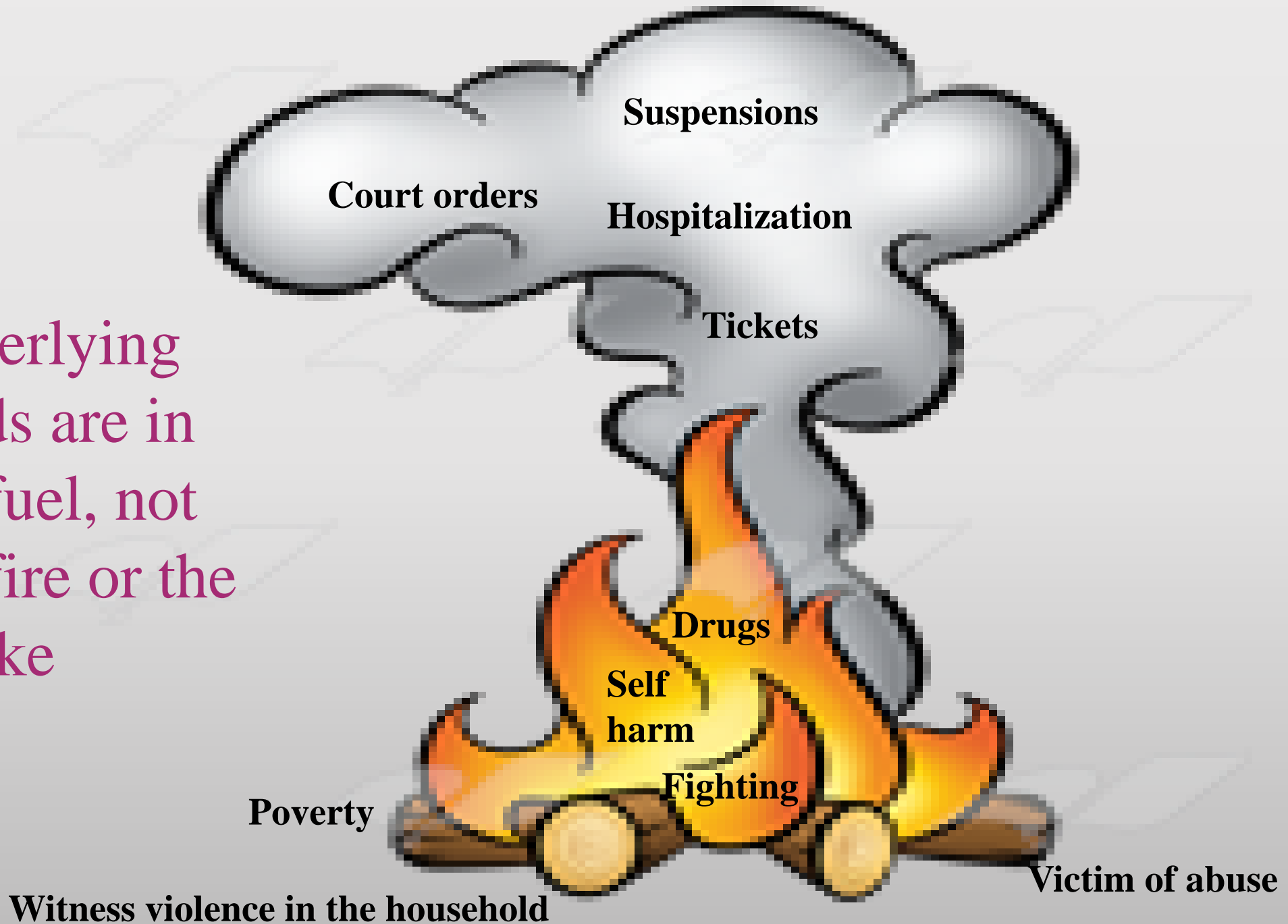




Why needs?

- Behavior comes from unmet needs, addresses the root cause
- Deals with the “big stuff”
- Keeps the plan real and promotes resilience
- Avoids blaming and shaming or prescribing solutions
- Helps a family get closer to achieving their vision
- Produces long term healing & hope

Underlying needs are in the fuel, not the fire or the smoke



A photograph of a person's forearm and hand wrapped in a red cast. The cast is made of a textured material and covers the entire forearm and back of the hand. The hand is visible on the left side of the image. The background is a plain, light-colored surface. The text "What makes help helpful?" is overlaid in white on the cast.

What makes help helpful?

Healing



This Photo by Unknown Author is licensed under [CC BY-SA](#)

Healing happens in the context of safe **relationships**

What opportunities do you have to build resilience with the youth and families you serve?

Factor	Explanation
1. Access to supportive relationships	<ul style="list-style-type: none"> Relationships with significant others, peers and adults within one's family and community
2. Development of a desirable personal identity	<ul style="list-style-type: none"> Desirable sense of one's self as having a personal and collective sense of purpose, ability for self-appraisal of strengths and weaknesses, aspirations, beliefs and values, including spiritual and religious identification
3. Experiences of power and control	<ul style="list-style-type: none"> Experiences of caring for one's self and others, the ability to affect change in one's social and physical environment in order to access health resources
4. Experiences of social justice	<ul style="list-style-type: none"> Experiences related to finding a meaningful role in one's community that brings with it acceptance and social equality
5. Access to material resources	<ul style="list-style-type: none"> Availability of financial, educational, medical and employment assistance and/or opportunities, as well as access to food, clothing and shelter
6. Experiences of a sense of cohesion with others	<ul style="list-style-type: none"> Balancing one's personal interests with a sense of responsibility to the greater good; feeling a part of something larger than one's self socially and spiritually
7. Adherence to cultural traditions	<ul style="list-style-type: none"> Adherence to, or knowledge of, one's local and/or global cultural practices, values and beliefs

• Adapted from: Ungar, M., Brown, M., Liebenberg, L., Othman, R., Kwong, W.M., Armstrong, M. & Gilgun, J. [2007]. Unique pathways to resilience across cultures. *Adolescence*, 42(166), 287-310)

The background is a blurred, high-angle photograph of a modern building's interior. The floor is a light-colored, reflective material with a grid of recessed lights. The ceiling features a complex, curved structure with various panels and beams. The overall atmosphere is bright and futuristic.

Hope

Hope involves:



Increased frequency of meeting to review next steps



Solicits all team members' sense of progress



Prioritizes items of concern for planning and resource development



Discussion about life after formal system involvement



Use of rehearsals and “what if” drills to test the plan and adjust as needed



Formalized structured follow-up if needed



A commencement ritual appropriate to the family as to not perpetuate a sense of loss but instead celebrate moving forward

WRAPAROUND MILWAUKEE

One Child, One Plan



Wraparoundmke.com

COVID-19 Resources

Programs

Family / Youth

Care Coordination

Quality Assurance

Provider Network

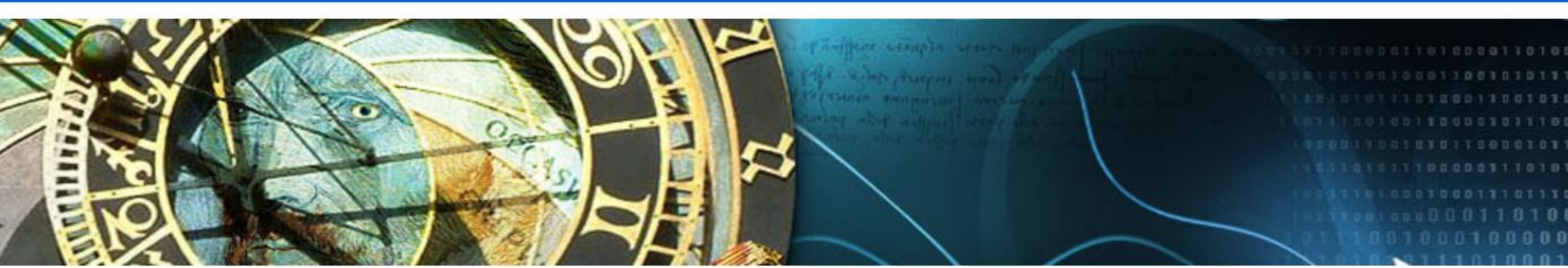
Newsletters & Reports

Directory



Re-Source Extension

Engagement Tool Kit



Wraparound Milwaukee

BACKGROUND AND HISTORY

Wraparound Milwaukee is a unique system of care for children with serious emotional, behavioral, and mental health needs and their families.



Contact Information

Resource & Referral Line: 414-257-7607
Children's Mobile Crisis Team: 414-257-7621
Wellness Clinic: 414-257-7610
Owen's Place: 414-977-4249
Synthesis Help Desk: 414-257-7547

[Wraparound Resource Guide](#)

Contact information

wraparoundmke.com

For more information about training or to schedule a site visit
Email: leanne.delsart@milwaukeecountywi.gov



To make a referral for services call the Resource and Referral Line: 414-257- 7607