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**Owner:** Dana James:  
 21011004-Quality  
 Assurance Coordinator  
**Policy Area:** Wraparound (REACH,  
 O'YEAH)-Administration

References:

## #001- Care Coordination/Transition Coordination Supervisor Responsibilities

### POLICY

In keeping with the standards set for quality care coordination, Wraparound Milwaukee requires that all Care Coordination Agencies adhere to the following expectations for Supervision.

*NOTE: This policy utilizes the term "Care Coordinator", which applies to Wraparound and REACH Care Coordinators and O-YEAH Transition Coordinators. It also uses the term "Child and Family Team" - which applies to any group of people that may be working with a family or young adult. The term "Youth" is used in this policy and applies to the enrollee in the program, whether a child, adolescent, or young adult. "Plan of Care Meeting" also applies to any meeting that may occur to address the needs, strengths, progress, etc., of a family and "Plan of Care" - which also applies to the Future Plan for O-YEAH enrollees.*

### PROCEDURE

#### A. Qualifications for Supervisor

A Master's Degree in human service field or education with at least one year's experience in having been a Care Coordinator with Wraparound Milwaukee, or a person with a BS/BA degree in a human service field or education with at least three years experience in care coordination or in-home treatment – one of which must have been acquired in the Wraparound Milwaukee program, or with approval from Wraparound Milwaukee Administration. Prior to a Care Coordinator or Lead being promoted into a supervisory position, the agency must obtain approval from the Wraparound Milwaukee Associate Director (or designee) to ensure criteria is met.

#### B. Requirements

The Supervisor shall **not** carry or maintain a regular caseload. In the event Supervisors are in the position of needing to provide coverage due to staff loss, Wraparound Milwaukee Management must be notified and must authorize this coverage in writing. Additionally, Care Coordination Supervisors may not be assigned to supervise other programs within the Agency.

#### C. Duties and Responsibilities

1. Promote a welcoming agency culture of family inclusion and include families in clinical staffings and agency meetings whenever possible.
2. Notify the Wraparound Milwaukee Administration via email, in advance, when a Care Coordinator is no longer with the agency. Additionally, when a Care Coordinator has a change in name or phone,

cell number, contact the Synthesis Helpdesk. Include the Care Coordinator's name, phone number (including office or cell phone) and email address, and supply relevant information (i.e. date change in information is effective, etc.).

3. Maintain employee files that include a statewide background check in accordance with the Wraparound Milwaukee Caregiver Background Check Policy DHHS-001, Care Coordinator's resume and proof of qualifications, and a copy of a valid driver's license as verified through completion of a Driver's Abstract and proof of current auto insurance. Wraparound Milwaukee has the right to periodically audit agencies to assure compliance. All information must be uploaded into the agency employee file within Synthesis.
4. Promote professional demeanor, presentation and appearance with all Care Coordinators.
5. Provide orientation and training in the Wraparound process (in addition to the certification training provided by Wraparound Milwaukee) to all new Care Coordinators, promoting individualized care and the use of natural/informal supports and community resources. Ensure that new Care Coordinators have a Supervisor or Lead Care Coordinator in attendance at **every** Team and Plan of Care (POC) Meeting for coaching purposes until the new Care Coordinator effectively completes the POC Passport as approved by a Wraparound Milwaukee coach/consultant. Wraparound Milwaukee coach/consultant and/or Care Coordination Supervisor can require further attendance at meetings and coaching as needed. Regularly attend Child & Family Team meetings and POC meetings. Assure that Care Coordinators are confidently following the Wraparound process and assisting youth and families to meet their vision through strong plan development. Supervisor needs to run at least one Child and Family Team meeting per year to maintain skill set.
6. Ensure that new Care Coordinators have a Supervisor or Lead Care Coordinator at **every** court hearing for the first six (6) months of employment. For all Care Coordinators, review court letters for appropriateness, accuracy and timeliness **prior** to submitting them to Wraparound Milwaukee for approval. Attend all court hearings pertaining to potential out-of-home placement or revision to corrections. Monitor all court-related activities (i.e., court appearances, acquisition of court orders, court extensions or revisions, permanency planning reviews and court letters) to ensure appropriate advocacy and professionalism.
7. Provide Care Coordinators with tools to maintain safety (i.e., cell phones, inservices on community safety) and remain receptive to Care Coordinators' needs around community safety.
8. Maintain a 24-hour on-call system to assure families' access to Wraparound Care Coordinators.
9. Facilitate monthly family activities. For O-YEAH, facilitate enrollee Social/Recreational activities (3 every 6 months). Evidence of activities must be submitted to Wraparound Milwaukee.
10. Provide weekly individual, direct supervision and coaching with each Care Coordinator for a minimum of one hour. Provide ongoing coaching and support regarding Care Coordinator's strengths, areas of need and potential strategies for improvement. Supervision discussions should be documented and a record maintained at the agency. During supervision, promote utilization of community resources and supports that are culturally relevant to the youth/family.
11. Facilitate weekly Agency Care Coordinator team meetings to share information regarding Wraparound Milwaukee monthly reports, updates and areas in need of attention.
12. Attend and actively participate in biweekly Supervisor meetings with the Wraparound Milwaukee Management Team. Provide agenda items to promote discussion of current coaching needs.
13. Provide Care Coordinators with ongoing assistance for day-to-day issues, as well as crisis situations.

- Direct them to utilize the Child & Family Team for direction and assistance as much as possible.
14. Review, assure accuracy and timely submission of all enrollee consent forms, change of placement notices, Service Authorization Request (SAR), court letters, progress notes, evaluation tools, POC's, Crisis Plans, provider referrals, and all other documents requiring Supervisor's signature/approval. Assure that accurate family demographic information is maintained in Synthesis.
  15. Monitor SAR's to assure that the Team has clearly defined in the POC the need for the requested service and have made fiscally sound decisions regarding the provision of services.
  16. Attend all Initial Visits made by the Care Coordinator for all new youth/families to ensure correct explanation of the Wraparound process and program.
  17. Support Care Coordinators in facilitating youth/family independence through a sustainable transition plan starting from day one. Review all pending disenrollments with Care Coordinators **prior** to submission of the Disenrollment documentation (*see Disenrollment Policy #016*). Attend all Disenrollment Plan of Care meetings for all Care Coordinators to assure adequate transition planning.
  18. Provide coverage for Care Coordinators, as needed, and assure that youth/families are aware of the coverage plan during absences and vacations.
  19. Attend all trainings and inservices required by Wraparound Milwaukee and assure that Care Coordinators do the same.
  20. Utilize available reports and information to engage in data driven decision-making and strategic planning.
  21. The Care Coordination Supervisor must not post any client identifying information on any web-based social networking sites (i.e., Facebook, Twitter, etc.) and is cautioned to use discretion with the information they may be posting on themselves.
  22. The Care Coordination Supervisor must be knowledgeable of and adhere to all relevant Wraparound Milwaukee Policy and Procedures and ensure that Care Coordinators do the same.
  23. The Care Coordination Supervisor must engage in any and all quality assurance and quality improvement activities as identified by Wraparound Milwaukee.

**Attachments:**

No Attachments

**Approval Signatures**

Step Description	Approver	Date
	Michael Lappen: 11008000-BHD Administrator	1/10/2018
	MaryJo Meyers: 11003003-Director Wraparound Program	1/9/2018
	Pamela Erdman: 12008005-Placement Resources Manager	1/8/2018
	Dana James: 21011004-Quality Assurance Coordinator	1/5/2018