

 WRAPAROUND MILWAUKEE POLICY & PROCEDURE	Date Issued: 9/1/98	Reviewed: 06/29/2015 By: SK/CR Last Revision: 06/29/2015	Section: Care Coordinator	Policy No: 006	Pages: 1 of 2 (1 Attachment)
	<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input type="checkbox"/> FISS <input type="checkbox"/> Project O-Yeah	Effective Date: 07/01/2015	Subject: CARE COORDINATOR CHANGES		

I. POLICY

In keeping with the Wraparound Milwaukee philosophy of partnering with parents, listening to their needs and providing the best possible match for children and families, it is the policy of Wraparound Milwaukee to **initiate** the following procedure when a change of a Care Coordinator **and/or Care Coordinator Agency** is requested by a family or an Agency.

The family **has a right** to request a change of **their Care Coordinator and/or the Care Coordination Agency at any time for any reason**. There will not be a negative consequence or reproach **towards the family**.

II. PROCEDURE

A. Transfers – The transfer process is individualized based on the specific needs of the family and the team.

1. Intra-Agency Transfer: a change within the current Care Coordination Agency

- i. If the youth/family request a transfer in the Care Coordinator, it is the responsibility of the Agency to facilitate a Team meeting to determine the unmet needs of the Child and Family Team, and assist in problem solving of how to best address these needs.
- ii. If a change in a Care Coordinator is determined to be necessary and appropriate, the youth/family and the Care Coordinator Supervisor, will determined a new Care Coordinator and an appropriate transfer date.
- iii. If a change in a Care Coordinator is determined to be necessary and appropriate, the Supervisor and/or existing Care Coordinator **must schedule and attend** a face-to-face meeting with the family to introduce the new, potential Care Coordinator. It is the responsibility of the Supervisor to actively seek feedback from the family about the change.

2. Inter-Agency Transfer: a change to a different Care Coordination Agency

- i. If the youth/family request a transfer in the Care Coordinator **and** Care Coordination Agency, the Agency is responsible to notify Wraparound Milwaukee.
- ii. Following this notification, a member of the Wraparound Management Team will determine whether a Child and Family Team meeting is needed and appropriate to discuss the request. If deemed appropriate, the Agency will be responsible to facilitate the Child & Family Team meeting to determine the unmet needs of the Team and assist in problem solving of how to best address these needs.
- iii. If a change in a Care Coordinator Agency is determined to be necessary and appropriate, Wraparound Milwaukee, the youth/family and the new Care Coordinator Supervisor, will determined a new Care Coordinator and an appropriate transfer date.
- iv. The existing Care Coordination Agency is responsible for ensure that all paperwork is current and up-to-date prior to the transfer date. The existing Care Coordination Agency is responsible for providing/delivering the youth's hard-copy file to the new Care Coordination Agency **within 2 business days from the transfer date**.

- B. Once a transfer (Intra-agency or Inter-agency) is determined to be necessary, the following actions are required:
1. The current (Intra-agency transfer) or existing (Inter-agency transfer) Care Coordination Agency is responsible for:
 - i. Notifying all team members of the transfer information
 - a. Transfer date
 - b. Name of the new Care Coordinator
 - c. Contact Information of the new Care CoordinatorNote: Notifications to team members should be reflected in Synthesis.
 - ii. Completing and providing/mailing a copy of the Transfer Notification Letter (Attachment #1) to all team members and Wraparound Milwaukee
Note: Care Coordinator assignments will be reflected in Synthesis once Wraparound Milwaukee receives a copy of the Transfer Notification Letter.
 2. The new Care Coordinator **is** responsible to facilitate a Plan of Care meeting within 30 days of the transfer. The Plan of Care and Crisis/Safety Plan are to be updated at this meeting.
 3. **Wraparound Milwaukee strongly encourages that with either type of transfer, the new and existing Care Coordinators collaborate throughout the transfer process. This collaboration may include, but is not limited to, the new and existing Care Coordinators attending the next Child & Family Team Meeting if appropriate.**

C. Change in Care Coordinator's Status **or Information**

In the event of a change in the Care Coordinator's status **or information**, the Supervisor is to notify **Wraparound Milwaukee and the assigned Enrollment Coordinator** via email on or before the effective date of the change. The email must include the following information:

1. Name of Care Coordinator
2. Specific change in status (i.e., date of leave, date of departure/resignation) or change in information (i.e., office/cell phone number, email address, name change, etc.).

If the change in status is due to a leave of absence or a resignation, **the above procedure for a transfer to a new care coordinator must be followed**.

D. Attachments

Attachment #1 - Transfer Notification Letter



Reviewed & Approved by: _____
Bruce Kamradt, Director

Agency Letterhead

(Date letter written)

(Name of family or team member)

(Mailing address)

RE: *(Name of enrolled youth)*

DOB: *(Date of birth)*

Enrolled: *(Date)*

Dear Ms. /Mr. *(Name)*:

The purpose of this letter is to inform you that *(Name of old Care Coordinator)* will no longer be your assigned Wraparound Milwaukee Care Coordinator. We hope that this will not cause any significant inconvenience for you. Your new and former Care Coordinators will work together to make the change a smooth transition for you.

Effective *(Date)*, your new Care Coordinator will be *(Name of new Care Coordinator)* at *(Care Coordinator's Agency)*. Your new Care Coordinator may be reached at *(Phone number)* or by pager at *(Pager number)*. Your Care Coordinator's Supervisor is *(Name of Supervisor)*, who can be reached at *(Supervisor's phone number)*.

The individuals directly involved with *(Youth's name)* have also received a letter notifying them of this change. We hope that you will be pleased with your newly assigned Care Coordinator.

Sincerely,

(Signature of Sender)

cc: All team members