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Owner: Dana James:  
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Policy Area: Wraparound (REACH,  
O'YEAH)-Administration

References:

## #010- System and Provider Conflict Resolution

### POLICY

It is the policy of Wraparound Milwaukee to negotiate all conflicts in a professional and organized manner. The purpose of this protocol for conflict resolution is to provide an effective, nonjudgmental process of expedient conflict resolution.

### PROCEDURE

**A. In the event a Wraparound Milwaukee Care Coordinator experiences an area of conflict with a Human Service Worker:**

1. The Wraparound Care Coordinator and Human Service Worker will meet to discuss the issue.
2. The Wraparound Care Coordinator and the Human Service Worker will notify their respective Supervisors and provide them with all relevant information if an agreement cannot be reached. The Human Service Worker Supervisor will then initiate contact with the Wraparound Supervisor to resolve the problem.
3. If step two (A2) is not successful, the Wraparound Supervisor will notify, and provide all relevant information to, their Wraparound Liaison. The Human Service Worker Supervisor will notify, and provide all relevant information to, their Section Manager. The Section Manager will initiate contact with the Wraparound Liaison to resolve the problem.
4. In the event step three (A3) is not successful, the Wraparound Liaison will notify and provide all relevant information to the Wraparound Deputy Director. The Human Service Worker Section Manager will notify and provide all relevant information to the Delinquency and Court Services Division Manager. The Delinquency and Court Services Division Manager will initiate contact with the Wraparound Deputy Director to resolve the problem.

**B. In the event a Wraparound Milwaukee Care Coordinator experiences an area of conflict with the Division of Milwaukee Child Protective Services (DMCPS):**

1. Wraparound Care Coordinator and the DMCPS Case Manager meet to discuss the issue.
2. Wraparound Care Coordinator and the DMCPS Case Manager will notify their respective Supervisors if an agreement cannot be reached. They will each provide their respective Supervisors all relevant information regarding the issue.
3. If step two (B2) is not successful, the DMCPS Supervisor will initiate contact with the involved Wraparound Supervisor and they will resolve the problem.

4. The Wraparound Supervisor will notify and provide all relevant information to their Wraparound Liaison if an agreement was not reached. The DMCPs Supervisor will notify and provide all relevant information to their Program Manager or Lead Supervisor if an agreement was not reached.
5. The DMCPs Program Manager or Lead Supervisor will initiate contact with the Wraparound Liaison to resolve the problem.
6. The Wraparound Liaison will notify and provide all relevant information to the Wraparound Deputy Director if an agreement has not been reached. The DMCPs Program Manager or Lead Supervisor will notify and provide all relevant information to the DMCPs Site Manager if an agreement has not been reached.
7. In the event the conflict has not yet been resolved, the DMCPs Site Manager will initiate contact with the Wraparound Deputy Director to resolve the issue.

**C. In the event that a Wraparound Milwaukee Care Coordinator experiences an area of conflict with a Network Provider:**

1. The Wraparound Milwaukee Care Coordinator and Provider should meet to discuss the issue. If the issue requires Child & Family Team intervention, then the Team should be called together.
2. If the issue cannot be resolved, then the Care Coordinator's Supervisor and the Supervisor of the Provider (or the Supervisor him or herself, if he/she is the person with the issue/concern) shall make contact and attempt to resolve the issue.
3. If the issue cannot be resolved as indicated above, then the parties involved should contact the appropriate Wraparound Milwaukee Administrative staff for assistance with a resolution.

**Note**

***If the conflictual issue is clearly a Wraparound Milwaukee policy and/or licensing-related violation, then this must be reported either to the Wraparound Milwaukee Provider Network or the Wraparound Milwaukee Quality Assurance Department for review.***

**Attachments:**

No Attachments

**Approval Signatures**

Step Description	Approver	Date
	Michael Lappen: 11008000-BHD Administrator	11/28/2017
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