

 <b>WRAPAROUND MILWAUKEE POLICY &amp; PROCEDURE</b>	Date Issued:  <b>9/1/98</b>	Reviewed: <b>10/29/14</b> By: <b>MJM</b> Last Revision: <b>4/24/13</b>	Section: <b>All (Supervisory, Care Coordinator, Vendor, Provider Network)</b>	Policy No:  <b>010</b>	Pages:  <b>1 of 2</b>
<input checked="" type="checkbox"/> <b>Wraparound</b> <input checked="" type="checkbox"/> <b>Wraparound-REACH</b> <input checked="" type="checkbox"/> <b>FISS</b> <input checked="" type="checkbox"/> <b>Project O-Yeah</b>	Effective Date:  <b>1/1/15</b>	Subject:  <p style="text-align: center;"><b>System and Provider CONFLICT RESOLUTION</b></p>			

## I. 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.

## II. PROCEDURE

### A. **In the event a Wraparound Milwaukee Care Coordinator experiences an area of conflict with a Probation Officer:**

1. The Wraparound Care Coordinator and Probation Officer will meet to discuss the issue.
2. The Wraparound Care Coordinator and the Probation Officer will notify their respective Supervisors and provide them with all relevant information if an agreement cannot be reached. The Probation 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 Probation 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 Probation Section Manager will notify and provide all relevant information to the Probation Division Manager. The Probation 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 Bureau of Milwaukee Child Welfare (BMCW):**

1. Wraparound Care Coordinator and the BMCW Case Manager meet to discuss the issue.
2. Wraparound Care Coordinator and the BMCW 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 BMCW 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

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Liaison if an agreement was not reached. The BMCW Supervisor will notify and provide all relevant information to their Program Manager or Lead Supervisor if an agreement was not reached.

5. The BMCW 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 BMCW Program Manager or Lead Supervisor will notify and provide all relevant information to the BMCW Site Manager if an agreement has not been reached.
7. [In the event the conflict has not yet been resolved](#), the BMCW 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.*

Reviewed & Approved By: Bruce Kamradt  
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