

 <p><b>WRAPAROUND MILWAUKEE POLICY &amp; PROCEDURE</b></p>	<p>Date Issued: <b>9/1/98</b></p>	<p>Reviewed: <b>01/26/15</b> By: <b>MJM</b> Last Revision: <b>9/13/13</b></p>	<p>Section: <b>Care Coordinator</b></p>	<p>Policy No: <b>003</b></p>	<p>Pages: <b>1 of 3</b> (2 Attachments)</p>
<p><input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input type="checkbox"/> FISS <input type="checkbox"/> Project O-Yeah</p>	<p>Effective Date: <b>1/1/15</b></p>	<p>Subject: <b>CARE COORDINATOR / LEAD CARE COORDINATOR QUALIFICATIONS AND RESPONSIBILITIES</b></p>			

## I. POLICY

To maintain the integrity of the Wraparound process and ensure quality community-based care to the children and families of Wraparound Milwaukee, it is the policy of Wraparound that all agencies providing care coordination for our network adhere to the following guidelines and procedures.

## II. PROCEDURE

### A. Qualifications

- Care Coordinators must possess a bachelor's degree in a relevant area of education or human services and a minimum of one year of continued experience providing mental health services. Only coursework and degrees from accredited schools shall be recognized, as they may appear on either the United States Department of Education, Office of Postsecondary Education (<http://www.ope.ed.gov/accreditation/>) or the Council of Higher Education Accreditation (<http://www.chea.org/search/>) databases.
- Lead Care Coordinators must meet the above standard and have at least one year of Care Coordination experience with Wraparound Milwaukee.
- It is the Agency's responsibility to complete a background check on all potential employees in adherence to the Wraparound Milwaukee Caregiver Background Check Policy #057, the County Board's Resolution regarding background checks and the Wisconsin Caregiver Law.
- It is the Agency's responsibility to maintain the employee's file, which includes the Care Coordinator's resume, proof of qualifications, all background check information, 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 maintains the right to periodically audit Agencies to assure adherence.

### B. Training

- All Care Coordinators must become certified to provide care coordination for Wraparound Milwaukee by completing 85 hours of mandatory training in Wraparound philosophy and policies, as well as attend a Family Orientation within 6 months of their hire date. The certification training will be held at least twice a year. Once a Care Coordinator has been hired, it is the Agency's responsibility to have the employee complete the required training in its entirety within the first six (6) months of hire to continue to receive families from Wraparound Milwaukee.
- To honor our commitment to providing quality care to families, as well as meet the needs of the Care Coordinators, Wraparound will offer ongoing trainings/Care Coordinator meetings on a variety of topics as needed, most of which will be mandatory.

**Note: It is important to sign the "Sign-In and Sign-Out" attendance sheets when participating in all offered trainings to ensure Wraparound's accuracy in monitoring compliance.**

### C. Duties and Responsibilities

- Newly hired Care Coordinators can only be assigned four (4) families in **Wraparound** or six (6) **families in REACH** during his or her first two (2) months of employment. Exceptions may be made for returning Care Coordinators or transfers from one Care Coordination Agency to another, but must be granted in writing via email by Wraparound Milwaukee Administration PRIOR to assignment of additional families.

2. Care Coordinators that are going to be an informal support on a Child & Family Team need to inform their Agency Supervisor and Wraparound Milwaukee Administration.
3. **In Wraparound Milwaukee:**  
The Care Coordinator maintains a caseload of 8 families with a minimum of **14 hours of service contact** per month per family to include weekly face-to-face contacts with the youth and family. For those youth in out-of county placements (more than one hour outside of Milwaukee County), Care Coordinators are required to have **bi-weekly** face-to-face contact **at the out-of-county placement** and weekly phone contact with these youth. This is in addition to the weekly face-to-face contacts that are occurring with the family who resides in Milwaukee County.  
*Note: Video/telephone conferencing is not considered face-to-face contact.*  
**In the REACH Program:**  
The Care Coordinator maintains a caseload of 12 families with a minimum of 8 hours of service contact per month/per family to include bi-weekly face-to-face contacts with the youth and family.
4. The Care Coordinator must assemble a Child & Family Team within two (2) weeks of enrollment by interviewing the family, identifying family members/natural supports/agency representatives and other significant persons. The Care Coordinator begins to uncover the youth's/family's strengths and needs, provides assistance with any immediate needs, as well as completes the initial Crisis Plan. The initial Crisis Plan must be entered into Synthesis within one (1) business day of the meeting.
5. Within the first 30 days, the Care Coordinator coordinates the meeting of the Child & Family Team and develops the initial individualized Plan of Care (POC) based on the identified strengths and needs, including a comprehensive 24-hour Crisis Plan. The Plan should reflect the best possible fit with the culture, values and beliefs of the family.
6. The Care Coordinator submits a Plan of Care (POC) and Service Authorization Request (SAR) to Wraparound Milwaukee. Services should be community-based and culturally relevant. The initial plan is required within the first 30 days. Subsequent Plans must be done at least every 60 days after the initial Plan of Care.
7. The Care Coordinator must monitor the provision and quality of services provided to the family through the Child & Family Team and is the liaison when new services/resources need to be sought or developed. The Care Coordinator seeks community resources first with the assistance of the Team and modifies the SAR whenever services or resources need to be added and/or deleted.
8. The Care Coordinator provides or arranges for transportation for his/her clients to appointments, crisis/respite services, etc., if needed. Driver's license and auto insurance with adequate coverage must be kept up to date.
9. The Care Coordinator provides or secures support and crisis/emergency services for the youth/family. This may be done through face-to-face contact, phone contact or availability by beeper or an on-call system. All time spent on crisis assessment and planning, crisis linkage and follow-up, and stabilization must be documented as crisis hours.
10. The Care Coordinator completes all the necessary paperwork in a strength-based manner per Wraparound Milwaukee/Agency requirements,(i.e., court letters, change of placement forms, SAR's, Referrals, POC's, Progress Notes, evaluation instruments, consent forms, etc.). The Care Coordinator maintains accurate information on-line, ensuring that family demographic information is up-to-date, as well.
11. The Care Coordinator collaborates with other necessary individuals the youth and family may have contact with, such as Bureau Case Managers, Probation Officers, Judges, District Attorneys, Attorneys, Teachers, Physicians, etc. This means that the Care Coordinator contacts these key people by telephone frequently, invites them with adequate notice to Child & Family Team and Plan of Care meetings, and provides them with copies of the Plan of Care within one week of completion.
12. The Care Coordinator assists families in getting to and participating in all family events. He/she also promotes and assists youth in attending and participating in the Youth Council.





## WRAPAROUND MILWAUKEE ADD NEW CARE COORDINATOR FORM

INSTRUCTIONS: FORM IS TO BE COMPLETED BY A CARE COORDINATOR SUPERVISOR OR LEAD (OR DESIGNEE). COMPLETE EACH SECTION OF THE FORM. SUBMIT THE COMPLETED FORM VIA SYNTHESIS (UPLOAD TO VENDOR'S FILE STORE) ALONG WITH THE ATTACHMENTS AND ANY OTHER SUPPORTING DOCUMENTATION.

CARE COORDINATION AGENCY INFORMATION:			
Date	Care Coordination Agency	Program Type (check one): <input type="checkbox"/> Wraparound <input type="checkbox"/> REACH	
Submitted By (Name)	Phone Number	Email Address	

NEW CARE COORDINATOR INFORMATION:											
Start Date	Last Name	First Name	Date of Birth								
Office Phone Number	Cell Phone Number	Pager Number	Email Address								
Languages Spoken (in addition to English)		<table border="1" style="width: 100%; border-collapse: collapse; background-color: #cccccc;"> <thead> <tr> <th colspan="2" style="text-align: center; padding: 5px;">REQUIRED BACKGROUND INFORMATION &amp; CREDENTIALS (CHECK ONLY IF ATTACHED):</th> </tr> </thead> <tbody> <tr> <td style="width: 50%; padding: 5px;"><input type="checkbox"/> B.I.D. Report</td> <td style="width: 50%; padding: 5px;"><input type="checkbox"/> Driver's Abstract</td> </tr> <tr> <td style="padding: 5px;"><input type="checkbox"/> Dept. of Justice Report</td> <td style="padding: 5px;"><input type="checkbox"/> College Diploma &amp;/or College Transcripts</td> </tr> <tr> <td style="padding: 5px;"><input type="checkbox"/> DHS Report</td> <td style="padding: 5px;"><input type="checkbox"/> Resume</td> </tr> </tbody> </table>		REQUIRED BACKGROUND INFORMATION & CREDENTIALS (CHECK ONLY IF ATTACHED):		<input type="checkbox"/> B.I.D. Report	<input type="checkbox"/> Driver's Abstract	<input type="checkbox"/> Dept. of Justice Report	<input type="checkbox"/> College Diploma &/or College Transcripts	<input type="checkbox"/> DHS Report	<input type="checkbox"/> Resume
REQUIRED BACKGROUND INFORMATION & CREDENTIALS (CHECK ONLY IF ATTACHED):											
<input type="checkbox"/> B.I.D. Report	<input type="checkbox"/> Driver's Abstract										
<input type="checkbox"/> Dept. of Justice Report	<input type="checkbox"/> College Diploma &/or College Transcripts										
<input type="checkbox"/> DHS Report	<input type="checkbox"/> Resume										
Notes/Additional Information:											

MILWAUKEE COUNTY

APPLICATION FOR SYNTHESIS LOGIN I.D.

To request a Login in I.D. for Synthesis, complete the following application. PLEASE PRINT LEGIBLY!

Agency Name: \_\_\_\_\_ Staff Name \_\_\_\_\_

Phone No. \_\_\_\_\_ Ext. \_\_\_\_\_ Email: \_\_\_\_\_

Fax (if no email listed above): \_\_\_\_\_

Type of User: (Check one or more that apply)

- Checkboxes for various user roles: Care Coord / Worker, Crisis Stabilizer, Vendor Billing Staff, Progress Report Entry, Authorization Level, etc.

(Authorization Level is required for Progress Report entry requests)

Other (describe) \_\_\_\_\_

Programs: (Check one or more that apply)

- Checkboxes for programs: Wraparound Milwaukee, REACH, FISS, MUTT, Children's Court

The above named agency requests that a Synthesis Login I.D. be issued to the above named staff at their agency.

The agency requesting a Synthesis Login I.D. for the above named individual agrees to notify the Synthesis Help Desk when this individual's I.D. is to be inactivated because the individual's job responsibilities no longer require access to Synthesis or the individual is no longer employed by the agency.

SYNTHESIS USER I.D. AGREEMENT

I agree to keep my Synthesis Login I.D. and password confidential and not to share it with any other individuals within or outside my agency.

I agree to report to Synthesis Help Desk staff (257-7547) any unusual activity or inappropriate access to information that occurs while using Synthesis.

NOTE: You are required to use Internet Explorer for Synthesis. If you log in with a different browser (Firefox, Chrome, etc). you will have READ-ONLY access to data.

Staff Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_

Authorized by (signature) \_\_\_\_\_ Print Name: \_\_\_\_\_

Email completed requests to aggie.hale@milwaukeecountywi.gov or FAX to Synthesis Help Desk Staff at: (414) 257-7575

OFFICE USE ONLY

Reviewed/Created by: \_\_\_\_\_ Date: \_\_\_\_\_