



MILWAUKEE COUNTY  
DEPARTMENT OF HEALTH  
& HUMAN SERVICES  
**BEHAVIORAL  
HEALTH SERVICES**

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Owner Dana James  
Policy Area Wraparound  
(Wrap, REACH,  
youth CCS)-Care  
Cord.

## #001- Care Coordination Supervisor Responsibilities

### I. POLICY

In keeping with the standards set for quality care coordination, Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as 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, REACH, and CCS Care Coordinators and FISS Case Managers. 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 Service Plan for FISS.*

### II. PROCEDURE

#### A. Qualifications for Supervisor

1. A Master's Degree with at least one year's experience in having been a Care Coordinator with Wraparound Milwaukee, or a person with a BS/BA degree with at least two years experience in care coordination or in-home treatment – with at least one year's experience in having been a Care Coordinator with Wraparound Milwaukee, or with approval from Wraparound Milwaukee Administration.
2. For CCS, if the Supervisor is also the Mental Health Professional (MHP), then requirements outlined in DHS 36.10 (2) (g) 1. to 8. must be met and will supersede the qualifications outlined in A.1.
3. For FISS, a Master's degree in Social Work or related Human Service Field is

preferred. A Bachelor's Degree in Social Work, Psychology or related Human Service Field and two years direct experience working with program population required.

4. Prior to a Care Coordinator or Lead being promoted into a supervisory position within the Provider Network, the agency must obtain eligibility determination from the Wraparound Milwaukee Associate Director (or designee) to ensure criteria is met. If candidate is internal, a letter of support is required.

## **B. Requirements**

1. 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 Program Manager 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.

Note: Supervisors for Wraparound and REACH are able to cross-supervise within those two programs.

## **C. Duties and Responsibilities for all Programs:**

1. Promote a welcoming agency culture of family inclusion and include families in clinical staffing and agency meetings whenever possible.
2. Notify Wraparound Milwaukee Administration when a Care Coordinator is departing from their Care Coordination role or is no longer with the agency as soon as possible, ideally in advanced, utilizing the Add/Drop Process as outlined in Policy #035- Provider Add/Drop. Additionally, when a Care Coordinator has a change in name or phone, cell number, contact the Synthesis Help Desk. 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 Caregiver Background Check Policy DHHS-001, Care Coordinator's resume and proof of qualifications, two references, 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 and values (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.
6. Provide Care Coordinators with tools to maintain safety (i.e., cell phones, in-services on community safety) and remain receptive to Care Coordinators' needs around community safety.
7. Provide documented weekly, minimum of an hour, direct supervision and coaching

that addresses all youth served with each Care Coordinator. CCS must follow DHS 36 requirements and provide direct supervision to whichever requirement is more stringent, in addition CCS must document supervision on the Supervision Log. Provide ongoing coaching and support regarding Care Coordinator's strengths, areas of need and potential strategies for improvement. Supervision discussions relevant to a specific youth/family are to be documented within that specific youth's record and a record maintained at the agency. During supervision, promote utilization of community resources and supports that are culturally relevant to the youth/family.

8.

Note: CCS MHP's must also have documented supervision as outlined in DHS 36.

9. 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.
10. Review, ensure accuracy and timely submission of all enrollee consent forms, change of placement notices, Service Authorization Request (SAR), court letters, Progress/Provider 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.
11. Monitor SAR's to ensure 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. In addition, ensure that SARs that are being requested have had a corresponding referral sent to the Provider Agency.
12. Provide coverage for Care Coordinators, as needed, and ensure that youth/families are aware of the coverage plan during absences and vacations.
13. Attend all trainings and in-services required by Wraparound Milwaukee and ensure that Care Coordinators do the same.
14. Utilize available reports and information to engage in data driven decision-making and strategic planning. In addition, utilize available reports to monitor due dates (i.e. POC due date, evaluation tools, etc) to ensure timeliness of expectations as outlined in Wraparound Milwaukee policies.
15. 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.
16. 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.
17. The Care Coordination Supervisor must engage in any and all quality assurance and quality improvement activities as identified by Wraparound Milwaukee.

#### **D. Duties and Responsibilities Specific for Wraparound, REACH, and CCS**

1. 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 Trainer. Wraparound Milwaukee Trainer 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.

2. For Wraparound and REACH: 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 CCS: ensure that Care Coordinators have a Supervisor or Lead Care Coordinator at every court hearing, unless a decision is made with the Program Manager due to the Care Coordinator's experience within Court Hearings.
3. 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.
4. Facilitate six (6) family activities annually. Evidence of activities must be submitted to Wraparound Milwaukee Quality Assurance email (wrapqa@milwaukeecountywi.gov).
5. Facilitate weekly Agency Care Coordinator team meetings to share information regarding Wraparound Milwaukee monthly reports, updates and areas in need of attention.
6. Attend and actively participate in Supervisor meetings with the Wraparound Milwaukee Management Team. Provide agenda items to promote discussion of current coaching needs.
7. Attend a visit with the Care Coordinator for all new youth/families within the first thirty (30) days to ensure correct explanation of the Wraparound process and program, answer any questions, and ensure the youth/family know who the Supervisor is if they need to call.
8. 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 *Policy #016- Disenrollment*).

#### **E. Duties and Responsibilities Specific to Wraparound, REACH, and CORE**

1. Maintain a 24-hour on-call system to assure families' access to Care Coordinators, as outlined in Policy #085- Care Coordination After Hours.

#### **F. Duties and Responsibilities Specific to CCS**

1. Review and attest to the youth's need for psychosocial rehabilitation services and medical and supportive activities to address the desired recovery goals.
2. Assure that a statement authorizing the proposed psychosocial rehabilitation services under the standards are set forth under DHS 36.15 (a) is provided and filled

in under the youth's record in Synthesis.

3. Understand and follow DHS 36 and ensure that Care Coordinators are practicing within the scope of DHS 36 and Wraparound Milwaukee expectations.

**G. Duties and Responsibilities Specific to FISS**

1. Attend and actively participate in quarterly FISS Advisory Committee meetings.
2. To ensure that FISS Supervision responsibilities are implemented as outline by Division of Milwaukee Child Protective Services (DMCPS). This includes ensuring FISS assessment/intake responsibilities, case management duties and staffing coverage are adhered to/followed as defined by DMCPS.

## III. REFERENCES

DHS 36: [https://docs.legis.wisconsin.gov/code/admin\\_code/dhs/030/36.pdf](https://docs.legis.wisconsin.gov/code/admin_code/dhs/030/36.pdf)

### Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/23/2022
	Brian McBride: ExDir2 – Program Administrator	8/23/2022
	Dana James: Integrated Services Manager- Quality Assurance	8/20/2022
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