



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

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Owner Dana James

Policy Area Wraparound
(Wrap, REACH,
youth CCS)-
Administration

#010- System and Provider Conflict Resolution

I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as 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.

Note: This policy utilizes the term "Care Coordinator", which also applies to Wraparound, REACH, CCS, Youth Connect Care Coordinators and FISS Case Managers. The term "Youth" is used in this policy and applies to the enrollee in the program, whether a child, adolescent, or young adult.

II. PROCEDURE

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

1. The Care Coordinator and Human Service Worker will meet to discuss the issue.
2. The 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. Both Supervisors from respective agencies will work collectively to resolve the problem, as the Care Coordinator's Supervisor will initiate the contact.
3. If step two (A2) is not successful, the Care Coordinator's Supervisor will notify, and provide all relevant information to a Wraparound Milwaukee Administrative staff. The Human Service Worker Supervisor will notify, and provide all relevant information to, their Section Manager. The Wraparound Milwaukee Administrative staff will initiate contact with the Section Manager to resolve the problem.

4. In the event step three (A3) is not successful, the Wraparound Milwaukee Administrative staff will notify and provide all relevant information to the Wraparound Milwaukee Associate Director. The Human Service Worker Section Manager will notify and provide all relevant information to the Children, Youth, and Family Services (CYFS) Manager if an agreement has not been reached.
5. In the event the conflict has not yet been resolved, the Wraparound Milwaukee Associate Director will initiate contact with the CYFS Manager.

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

1. The Care Coordinator and the DMCPS Case Manager meet to discuss the issue.
2. The 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. Both Supervisors from respective agencies will work collectively to resolve the problem, as the Care Coordinator's Supervisor will initiate the contact.
3. In the event step three (B2) is not successful, the Care Coordinator's Supervisor will notify and provide all relevant information to a Wraparound Milwaukee Administrative staff 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. The Wraparound Administrative staff will initiate contact with the DMCPS Program Manager or Lead Supervisor will to resolve the problem.
4. In the event step three (B3) is not successful the Wraparound Milwaukee Administrative staff will notify and provide all relevant information to the Wraparound Milwaukee Associate 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.
5. In the event the conflict has not yet been resolved, the Wraparound Milwaukee Associate Director will initiate contact with the DMCPS Site Manager to resolve the issue.

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

1. The 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 a Network Provider experiences an area of conflict with a Care Coordinator, the above process shall be followed as well.

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.

Approval Signatures

| Step Description | Approver | Date |
|------------------|--|-----------|
| | Michael Lappen: BHD Administrator | 8/16/2022 |
| | Brian McBride: ExDir2 – Program Administrator | 8/16/2022 |
| | Dana James: Integrated Services Manager- Quality Assurance | 8/12/2022 |
| | Dana James: Integrated Services Manager- Quality Assurance | 8/12/2022 |

