



Date Issued	9/1/2022	Owner	Dana James
Last Approved Date	8/23/2022	Policy Area	Wraparound (Wrap, REACH, youth CCS)-Care Cord.
Effective	9/1/2022		
Last Revised Date	8/23/2022		
Next Review	12/31/2024		

## #085 Care Coordination After Hours Policy

### I. POLICY

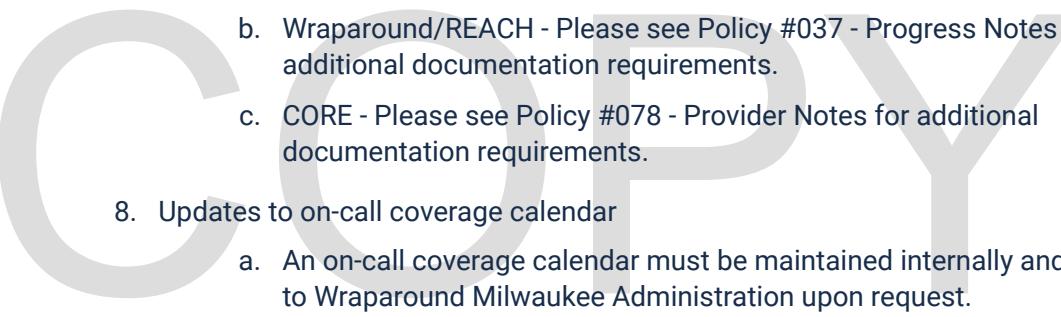
It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) to ensure the safety of youth and provide 24-hour, 7-day a week on-call coverage to handle crisis situations. A Care Coordinator or Supervisor must be available by cell phone or other back-up system to respond to emergencies at all times.

### II. SCOPE:

This policy applies to Wraparound Milwaukee Care Coordination Agencies providing Wraparound, REACH, and/or CORE programming.

### III. PROCEDURE:

- A. Care Coordination Agencies must submit an on-call coverage plan for review and approval on an annual basis or as requested. This should be submitted to Wraparound Milwaukee Associate Director and Provider Network Manager on/by January 1st of each year. The on-call coverage plan must include (but is not limited to) details around the following:
  1. Onboarding new staff to on-call procedure.
  2. Phone Expectations:
    - a. Each agency must have at least one Care Coordinator or Supervisor available to respond to emergency calls at all times.
    - b. On-call personnel must respond to calls within 15 minutes.
    - c. Each call must receive a call back, even if no voicemail is left.



3. In Person Expectations:
  - a. On-call personnel or agency leadership must be available to respond in person within an hour should in-person response be needed.
  - b. Placement Crisis Expectations (Wraparound and REACH only)
    - i. In person response is required when emergency placement crisis occurs.
    - ii. Reference Out of Home Placement Checklist and Emergency Placement Checklist on the website, under Frequently Used Forms, for more information.
4. On-call personnel must have access to a device to review Synthesis in full.
5. Safety protocol (i.e. behavior de-escalation, when to call for support, etc.)
6. Leadership expectations – At least one leader must be available at all times for consultation, support and back-up.
7. Documentation/Follow Up Expectations
  - a. After hours communication and response must be clearly documented within progress/provider notes.
  - b. Wraparound/REACH - Please see Policy #037 - Progress Notes Policy for additional documentation requirements.
  - c. CORE - Please see Policy #078 - Provider Notes for additional documentation requirements.
8. Updates to on-call coverage calendar
  - a. An on-call coverage calendar must be maintained internally and available to Wraparound Milwaukee Administration upon request.
  - b. Ensure that on-call coverage calendar is updated to reflect expected leaves of absence.
  - c. In case of unexpected leaves of absence, ensure that backup coverage is obtained.

## 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

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