

 <b>WRAPAROUND MILWAUKEE Policy &amp; Procedure</b>	Date Issued: <b>9/1/98</b>	Date Revised: <b>7/13/05</b>	Section: <b>LIAISONS</b>	Policy No: <b>010</b>	Pages: <b>1 of 2</b>
	<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound/REACH <input checked="" type="checkbox"/> FISS	Effective Date: <b>1/1/06</b>	Subject: <b>SYSTEM AND PROVIDER CONFLICT RESOLUTION</b>		

## 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. 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. The Wraparound Liaison will notify, and provide all relevant information to, the Wraparound Deputy Program 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. 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 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.

