

 WRAPAROUND MILWAUKEE POLICY & PROCEDURE	Date Issued: 9/1/98	Reviewed: 11/19/09 By: DT Last Revision: 11/19/09	Section: ADMINISTRATION	Policy No: 006	Pages: 1 of 2 (1 Attachment)
	<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound/REACH <input type="checkbox"/> FISS	Effective Date: 1/1/10	Subject: CARE COORDINATOR CHANGES		

I. POLICY

In keeping with the Wraparound Milwaukee philosophy of partnering with parents, listening to their needs and providing the best possible match for children and families, it is the policy of Wraparound Milwaukee to enlist the following procedure when a change of Care Coordinators is requested by a family or agency.

The family must be able to request a change of Care Coordinator without negative consequences or reproach.

II. PROCEDURE

A. Intra-Agency Change.

1. If an Intra-Agency Care Coordinator change is needed, the Supervisor and/or existing Care Coordinator must introduce the potential new Care Coordinator to the family in a **face-to-face meeting**. It is the responsibility of the Supervisor to actively seek out feedback from the family about the change.
Note: If the youth and family do not feel an appropriate match can be made within that particular Agency, the Agency is responsible for bringing this to the attention of Wraparound Milwaukee.
2. If the youth and family feel an appropriate match has been made within the Agency, the Supervisor will send the letter of confirmation to the family and to Wraparound Milwaukee (*see Attachment 1*). Care Coordination assignment can not be changed in Synthesis until the Enrollment Coordinator receives a copy of this letter. A Child & Family Team meeting must occur within 30 days following the Care Coordinator change.
3. The Care Coordination Agency will be responsible for notifying **all formal/informal Team members verbally and in writing** of the date of the transition and the name and phone number of the new Care Coordinator by supplying them with a copy of the letter to the family.

B. Family Request for Inter-Agency Change

1. Once a request for a change of Care Coordinators has been brought to Wraparound Milwaukee, a member of the Wraparound Management Team will determine whether a Child and Family Team meeting is needed and appropriate to discuss the request. It will be the responsibility of the Agency to facilitate a Team meeting to determine the unmet needs of the Child and Family Team, and assist in problem solving of how to best address those needs.
2. If a change in Care Coordinator is needed, Wraparound will secure a new Care Coordinator and the Child and Family Team will determine the appropriate time for transition. This will be individualized to the specific needs of each family and team. The new Care Coordinator will be responsible for facilitating a Plan of Care meeting within 30 days following a change in Care Coordinator. The Plan and Crisis/Safety Plan should be updated at this meeting.
3. Wraparound will follow up the determination by providing a letter to the family outlining the

details of the change, including the name and phone number of the new Care Coordinator, the Supervisor's name and number, and the date of transition.

A copy of this letter to the family will be provided to:

- The existing Care Coordinator and Supervisor
- The new Care Coordinator and Supervisor

4. The existing Care Coordination Agency will be responsible for notifying all formal / informal Team members verbally and in writing of the date of the transition and the name and phone number of the new Care Coordinator by supplying them with a copy of the letter to the family (*for suggested format - see Attachment*).
5. The existing Care Coordination Agency will be responsible for assuring that all paperwork is current and up-to-date prior to the transfer date, and for providing the new Care Coordinator with the youth's file immediately.

C. Change in Care Coordinator Status.

In the event of changes in Care Coordinator status (i.e., new hires, leaves of absence, resignations, name or phone number changes), Supervisors are to notify Diane Thompson via email (dthomps@wrapmilw.org). The email must include the following information:

1. Care Coordinator's Name.
2. Start Date, or Start of Leave or Resignation Date, if appropriate.
3. If this is for a new hire or information change, include the following contact information:
 - a. Office Phone Number.
 - b. Cell Phone Number.
 - c. Pager Number.
 - d. Email Address.
4. Other changed information (i.e., new name, etc.) and date that the change is effective.
5. If the change in status is due to a leave of absence or a resignation, a Care Coordinator Change Letter identifying a new or covering Care Coordinator must be distributed to team members and copied to Diane Thompson at the start of the leave or resignation.

This information will then be forwarded to Wraparound Milwaukee Administrative staff.

Reviewed & Approved by: Bruce Kamradt
Bruce Kamradt, Director

Agency Letterhead

(Date letter written)

(Name of family or team member)
(Mailing address)

RE: *(Name of enrolled youth)*

DOB: *(Date of birth)*

Enrolled: *(Date)*

Dear Ms./Mr. *(Name)*:

The purpose of this letter is to inform you that *(Name of old Care Coordinator)* will no longer be your assigned Wraparound Milwaukee Care Coordinator. We hope that this will not cause any significant inconvenience for you. Your new and former Care Coordinators will work together to make the change a smooth transition for you.

Effective *(Date)*, your new Care Coordinator will be *(Name of new Care Coordinator)* at *(Care Coordinator's Agency)*. Your new Care Coordinator may be reached at *(Phone number)* or by pager at *(Pager number)*. Your Care Coordinator's Supervisor is *(Name of Supervisor)*, who can be reached at *(Supervisor's phone number)*.

The individuals directly involved with *(Youth's name)* have also received a letter notifying them of this change. We hope that you will be pleased with your newly assigned Care Coordinator.

Sincerely,

(Signature of Sender)

cc: All team members