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Owner: Yezlin Wade: TANF Best Practice Coordinator
Policy Area: Wraparound (Wrap, REACH, youth CCS)-Administration

References:

#010- System and Provider Conflict Resolution

I. POLICY

It is the policy of Children's Community Mental Health Services and 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 Care Coordinators and FISS Case Managers.

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 Children's Community Mental Health Services and Wraparound Milwaukee Administrative staff. The Human Service Worker Supervisor will notify, and provide all relevant information to, their Section Manager. The Children's Community Mental Health Services and 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 Children's Community Mental Health Services and Wraparound Milwaukee Administrative staff will notify and provide all relevant information to the Children's Community Mental Health Services and Wraparound Milwaukee Associate Director. The Human Service Worker Section Manager will notify and provide all relevant information to the Division of Youth and Family Services Manager if an agreement has not been reached.
5. In the event the conflict has not yet been resolved, the Children's Community Mental Health Services and Wraparound Milwaukee Associate Director will initiate contact with the Division of Youth and Family Services Division 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 Children's Community Mental Health Services and 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 Children's Community Mental Health Services and 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 Children's Community Mental Health Services and Wraparound Milwaukee Administrative staff will notify and provide all relevant information to the Children's Community Mental Health Services and 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 Children's Community Mental Health Services and 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 Children's Community Mental Health Services and Wraparound Milwaukee Administrative staff for assistance with a resolution.

Note:

If the conflictual issue is clearly a Children's Community Mental Health Services and Wraparound Milwaukee policy and/or licensing-related violation, then this must be reported either to the Children's Community Mental Health Services and Wraparound Milwaukee Provider Network or the Children's Community Mental Health Services and Wraparound Milwaukee Quality Assurance Department for review.

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	12/8/2020
	Brian McBride: ExDir2 – Program Administrator	12/8/2020
	Dana James: Consultant	12/7/2020
	Yezlin Wade: TANF Best Practice Coordinator	12/7/2020

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