

Policy and Procedure	Date Issued 11/1/09	Section Wiser Choice	Policy Number WC-006	Page 1
Milwaukee County Behavioral Health Division	Date Revised 10/4/2011	Subject: Recovery Support Coordination/Case Management Team Supervisor Responsibilities		

POLICY:

Recovery Support Coordination is an essential and integral part of the Milwaukee Wiser Choice program – it enhances client engagement and retention, it assists the client to navigate the treatment /ancillary services continuum, and it sustains the recovery process. The following expectations are designed to give the Recovery Support Coordinator Team Supervisors the widest range of autonomy over their hiring practices while still holding the Supervisors accountable for the quality of services delivered by their staff, the efficient management of their team, and the team’s adherence to all Milwaukee County Behavioral Health Division (BHD) Community Services Branch Policy and Procedures.

PROCEDURE:

A. Qualifications

1. As per the BHD/Provider Agreement, the **Team Supervisor** is required to provide **1.0 FTE** of supervision to the team, and must have a **Masters Degree** in Social Work, Psychology, Nursing or other Human Service profession and at least three years of relevant experience. This information shall be available for review by BHD QA staff.

2. The Recovery Support Agency will complete a Caregiver Background Check on all potential employees in adherence to Milwaukee County Resolution requiring Background Checks, HFS 12, Wis. Admin. Code *State of Wisconsin Caregiver Law*, and in compliance with BHD Community Services Branch Policy and Procedure, Provider Responsibilities and Guidelines (Policy Number QA-1). It is the Agency’s responsibility to notify SAIL when a new team supervisor has been hired.

B. Duties and Responsibilities

1. **The Team Supervisor is the liaison** between the team and BHD/Community Services Branch staff, Wiser Choice Provider Network, and Community Organizations.
2. **The Team Supervisor will hire RSC/CM** who possess at least a B.A. or B.S. degree in Social Work, Psychology, Nursing, or a related field with experience in human services, preferably case management. This information shall be available for review by BHD QA staff.
3. **The Team Supervisor will inform BHD/Community Services Branch about all RSC/CM personnel-related changes** (this includes changes of Team Supervisor, any changes in degree, professional credentials, employment termination, etc).

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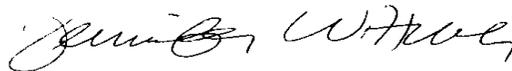
4. **The Team Supervisor will develop and implement procedures** to ensure effective and efficient delivery of Recovery Support Coordination services. This may include the following:
 - a. Develop and implement Team meetings, case staffing, business operations, etc.;
 - b. Evaluate Team operations in order to identify needs;
 - c. Train and provide direction to RSC/CM on case management practices, and methods used in the implementation and coordination of the delivery of services in the context of an AODA treatment environment;
 - d. Train and provide direction to staff on the appropriate interpretation and application of Wiser Choice guidelines, regulations, policies, and procedures;
 - e. Monitor staff activities to prioritize workload, identify case progress, provide direction and guidance on care plan needs and goals, case complexities and strategies;
 - f. Monitor and evaluate case records in the BHD MIS to ensure the accurate, timely and complete documentation of case activities and files (case notes, billing, client outcomes data).

5. **The Team Supervisor will review and approve ALL Milwaukee Wiser Choice forms** that pertain directly to the delivery of Recovery Support Coordination and Case Management. These include (but are not limited to) the following:
 - a. **ALL Single Coordinated Care Plans**
 - i. Review for completeness and accuracy.
 - ii. Provide RSC with constructive feedback.
 - b. **ALL Service Authorization Requests (SARs)**
 - i. Review for completeness and accuracy.
 - ii. Assist RSC with updates, provider network information, policy & procedures, etc.

6. **The Team Supervisor will review and monitor ALL Milwaukee Wiser Choice client outcomes data related activities.** These include but are not limited to combined GPRA/BMHSAS Data Collection Interviews conducted by RSC/CM staff.

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7. **The Team Supervisor will review and monitor Milwaukee Wiser Choice billing in BHD MIS.** Ensure that the client is receiving the items/services for which the agency is receiving reimbursement/payment
- a. **RSC/CM Services**
 - i. Verify services are entered for every day of the week for RSC/CM.
 - ii. Work with Community Services Branch/BHD staff to cancel events when billing has been entered inaccurately.
 - iii. Verify non-billable codes are entered as appropriate.
 - iv. Ensure timely discharge for clients.
 - b. **Discretionary Funds**
 - i. Monitor appropriateness of the reimbursement for the client's needs, within Community Services Branch Policy and Procedures.
 - ii. Appropriateness of the cost- staff with BHD Management staff if costs exceed \$50 threshold.
8. The Team Supervisor will attend all RSC Supervisor scheduled meetings and appropriate training sessions.
9. The Team Supervisor will review client records and provide necessary feedback, training, and direction to the RSC/CM.
10. The Team Supervisor shall have working knowledge of HFS 94 (Patient Rights) and BHD/ Community Services Branch Client Complaint/Grievance Policy and Procedure (QA-2).



Reviewed and Approved by: _____

Jennifer Wittwer, Associate Director
Adult Community Services Branch