

 WRAPAROUND MILWAUKEE Policy & Procedure	Date Issued: 1/1/09	Reviewed: 8/31/10 By: SK/OF Last Revision: 10/7/10	Section: REACH/O-YEAH	Policy No: 031	Pages: 1 of 1 (1 Attachment)
	<input type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input type="checkbox"/> FISS <input checked="" type="checkbox"/> Project O-Yeah	Effective Date: 1/1/11	Subject: CHANGE OF ADDRESS – REACH/O-YEAH		

I. POLICY

Since youth and young adults enrolled in the REACH program and Project O-YEAH are part of the Wraparound Milwaukee Special Managed Care Program, it is essential that we have the correct address for the enrollee and/or family during the entire duration of enrollment.

II. PROCEDURE

When an enrollee's address changes, the Care Coordinator/Transitional Specialist will report the address change using the Temporary Change of Placement (TempCOP) tab in Synthesis within 24 hours of the time the change occurred. This tab is also used by Wraparound Milwaukee Care Coordinators, and therefore the TempCOP tab contains fields that are not required for REACH/Project O-YEAH enrollees. The only required fields are:

1. Date of Change (the date of the move).
2. Type of Change (it will always be Address Change).
3. Placement Name (generally, this will say "home").
4. Address and phone number.

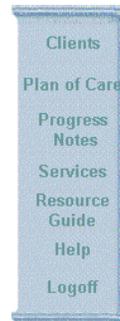
See attachment for data entry instructions.

Reviewed & Approved By: Bruce Kamradt
Bruce Kamradt, Director

Change of Address Reporting – REACH/O-YEAH

Changes of address for REACH/O-YEAH enrollees are reported using the Temporary COP (TempCOP) tab in Synthesis.

1. Select **Clients** from the [Main Menu Column](#).



1. Select the **Client Name** from the client list.

A screenshot of a web application interface. At the top, there is a search bar with 'Last Name' selected in a dropdown and 'clie s' in the text input. There are 'Search' and 'New' buttons. Below the search bar, there are two lines of red text: '* Search criteria is now required for program staff.' and '* Clients appearing in italics are not currently enrolled.' Below this is a table with columns: Select, Last Name, First Name, DOB, Program. The first row contains a small icon, 'Client', 'Sample', '1/1/1991', and 'Wraparound'. There are three empty rows below it.

2. Select the **Temporary COP** tab and click on the “New” button.

A screenshot of a web application interface showing a tabbed menu. The tabs are: Demographics Referrals, Associates, Placements, CourtOrders, COP Info, Temp COP. The 'Temp COP' tab is selected and highlighted in blue. Below the tabs is a header 'Temporary COP List' and a 'New' button.

A screen similar to the one below will be displayed.

A screenshot of a web application form titled 'Temp COP - Sample Client'. The form has several sections. The first section contains 'Date of Change' (text input), 'Type of Change' (dropdown), and 'If known, scheduled return date:' (text input). To the right is 'Client Address: 1234 Any Street Milwaukee, WI 53201'. The second section is 'FOR ALL TEMP COPs:' with 'Has Bureau or PO been notified?' and radio buttons for 'No' and 'Yes'. The third section is 'IF TEMPORARY PLACEMENT NOT DESCRIBED ABOVE:' with fields for 'Placement Name', 'Relationship', 'Address Line 1', 'Address Line 2', 'City, State, Zip', and 'Phone'. There is also a 'Reason' field with a scrollable area. An 'Insert' button is located at the top right of the form.

3. Enter Date of Change, Type of Change (will always be Address Change), Placement Name (this will generally say “home), and the address and phone number information. The rest of the screen can be left blank.
4. Save your entry by clicking the “Insert” button.

Edit Temporary Change of Placement

If you need to make any changes to a Temporary Change of Placement (workers can only do this until the TempCOP has been sent to the supervisor for approval as described below) – simply enter your changes, and click the “Update” button. NOTE: The “Update” and “Get Approval” buttons appear immediately after you click the “Insert” button initially to save the TempCOP.

Temp COP - Sample Client

Update

Get Approval

Done

Get Supervisor Approval

Click on the "Get Approval" button to obtain supervisory approval of the Temporary Change of Placement. Your supervisor then receives a message the next time he logs in to Synthesis alerting him that there is a TempCOP waiting for approval.

THIS IS A CRITICAL STEP – YOU MUST SEND THE TempCOP TO YOUR SUPERVISOR TO CONTINUE THE NOTIFICATION PROCESS.

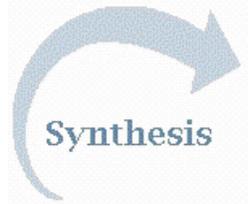
Supervisor Approval

The supervisor will then have a login message indicating that this information needs to be sent to administrative staff. The supervisor clicks the “Approve” button that is on their screen, which in turn send a login message to administrative staff.

Administrative Approval

When the supervisor approves the TempCOP, administrative staff are notified that a TempCOP has been entered and needs final approval. After administrative staff approve the TempCOP, the [worker](#) receives a login message that the TempCOP has been approved.

Sample View Final Approval Message



Good Afternoon Margaret Pena

Messages for you:

Jeannie Maher:

A Temporary Change of Placement for Sample Client was approved.

Processing of the Temporary Change of Placement in Synthesis is now complete.

Deleting a TempCOP

If a Temporary COP needs to be deleted (if the wrong type of COP was entered, for instance), contact the Synthesis Help Desk at 257-7547.