

 WRAPAROUND MILWAUKEE Policy & Procedure	Date Issued: 7/15/03	Reviewed: 9/17/11 By: PE Last Revision: 10/10/11	Section: PROVIDER NETWORK	Policy No: 050	Pages: 1 of 3 (7 Attachments)
	<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input checked="" type="checkbox"/> FISS <input checked="" type="checkbox"/> Project O-Yeah	Effective Date: 1/1/12	Subject: TUTORING SERVICES (Service Code 5521 / HCPCS Code H2021)		

I. POLICY

It is the policy of Wraparound Milwaukee /REACH / Family Intervention Support & Services (FISS)/ O-YEAH that youth in need of Tutoring Services receive a quality academic experience provided by a trained/experienced Provider.

II. PROCEDURE

A. Definition.

A Tutor provides after school assistance with academic school assignments when the youth has identified remedial needs and is academically below grade level. This **must** be documented as an Academic/Educational Need in the Plan of Care / Future Plan under the “Education Domain” for Wraparound / REACH / O-YEAH and on the FISS Referral Form for FISS. **Tutoring is a one-to-one service.**

B. Requirements.

1. Agency.

- a. The Agency must have submitted a 15-hour Tutoring Training Curriculum that was approved by the Wraparound Provider Network.
- b. The training Manual that refers to the actual materials used in providing the 15 hours of training must be readily accessible at the Agency for auditor review.

2. Provider.

- a. Tutors are required to have knowledge of the subject matter and possess **at least one year of experience** in tutoring, teaching or other academic accomplishment. Evidence of experience training/certification/education specific to tutoring can be in the form of a resume, plus two reference letters from a past/current employer, or an actual teaching degree/degree in education or a letter from the Agency Director certifying the employee’s prior experience as a Tutor. This evidence must be submitted to the Provider Network for approval **prior to the provision of services** and kept in the employee’s personnel file.
- b. A Tutor must have a **minimum of 15 hours of Agency Training** prior to service delivery. For all new Tutors entering the Network, the WRAPAROUND MILWAUKEE VERIFICATION OF 15 HOUR TRAINING REQUIREMENT CERTIFICATE (*see Attachment 1*) and the Provider Agency Tutoring Job Description that has been reviewed and signed off on by the Direct Service Provider, must accompany the “Provider ADD Sheet”, which authorizes them to provide services in the system. A copy must be kept in the Agency’s employee file.
- c. **Prior to the provision of service**, a **Statewide Criminal Background Check must be completed on all Tutors** (*see Caregiver Background Check Policy #057*). A copy of the Background Check must be kept in the employee’s personnel file. The Agency will be held accountable for ALL requirements/processes referred to in the Background Check **policy**. A complete Background Check includes the following three components:
 - 1) A completed HFS-64 Background Information Disclosure form (BID form).
 - 2) A Department of Justice (DOJ) Criminal History Record Request.
 - 3) A Department of Health & Family Services (DHFS) letter regarding the status of a person’s administrative finding or licensing restrictions.

In addition to meeting the requirements set forth in the Wisconsin Caregiver Law, the Background Check must ALSO meet the requirements set forth in the Milwaukee County Caregiver Resolution.

- d. **For those Tutors that will be transporting youth, a Department of Motor Vehicle Driving Abstract** must be completed prior to the provision of services. A copy of a valid Wisconsin Driver's License and a copy of the Tutor's current automobile insurance must be kept in the employee's personnel file (see *Provider Agency Responsibilities/Guidelines Policy #054, II.B.9.*).
3. **Client File.**
- a. **Every Youth** should have his/her own file. Files must be maintained as outlined in the *Provider Agency Responsibilities & Guidelines Policy #054*.
 - b. The Agency **must** receive a **PROVIDER REFERRAL FORM** (Wraparound Milwaukee / REACH/O-YEAH and FISS Services each have their own) from the Care Coordinator/FISS Manager prior to the provision of services. The Referral Form must be filled out in its entirety. A copy or original must be kept in the youth's file.
 - c. A **CONSENT FOR SERVICE** form must be completed on every youth prior to the provision of services. The consent should be dated and signed by the youth (if over age 14) and must be signed by the legal guardian. *If the client/enrollee is a legal adult (O-YEAH program), only the client's signature is necessary*. The Consent must specify the Agency providing the service, the service being provided and any other special requirements set forth by the Agency/youth. All Consents authorize service for one year from the date of signing. In very rare occasions, if services go beyond the one-year (12 months) timeframe, another Consent must be signed. The Consent for Service must be kept in the youth's file. *NOTE: The Agency is expected to create their own "Consent for Service" form.*
 - d. If a youth is going to be transported, a completed **TRANSPORTATION CONSENT FORM** (see *Attachment 2*) must be in the youth's file prior to the first transport. The Consent must be filled out in its entirety, including the signature/date of the parent/legal guardian. The youth should also sign if over age 14, but if he/she does not, this would not preclude the service from being rendered. *If the client/enrollee is a legal adult (O-YEAH program), only the client's signature is necessary.*
4. **Progress Report Log** (see *Attachment 3 and the attached Sample – two Log types are included: one for when the youth is seen several times during the month and one for when a youth might be seen only one time during the month*).
- a. Must be completed on every youth every month for the duration of service.
 - b. The Log **must** be completed in its entirety. There must be a Note entry for every time the youth is seen face-to-face (or when attempted contact is made with the youth). Documentation must be accurate and be reflective of the service, as described on the previous page.
 - c. The Needs/Goals identified on the Progress Report Log should correlate with what is on the Wraparound Milwaukee / REACH Plan of Care/FISS Referral Form/O-YEAH Future Plan.
 - d. The use of "white out" on the Progress Report Log is **NOT permissible**. Errors must be corrected using a straight line to strike out the error, with that error being dated and initialed (Example – ~~Contact~~ C.W. 11/16/04).
 - e. The Log must be signed by the parent/legal guardian/caregiver/client (for O-YEAH program), Tutor and Wraparound Milwaukee/REACH Care Coordinator/FISS Manager/O-YEAH Transition Specialist. The Log must be signed by the parent/legal guardian/caregiver/client (for O-YEAH program) **before** it is sent to the Care Coordinator/FISS Manager/Transition Specialist for signatures. *Note: Pre-signing or altering the Logs in any way is considered fraudulent behavior and may be grounds for termination from the Wraparound Provider Network and any future contractual/fee-for-service arrangements with Milwaukee County.*
 - f. It is the responsibility of the Provider Agency to get the Log to the Care Coordinator/FISS Manager/Transition Specialist **for his/her signature** in a timely manner – within the first week of the month following the month of services. **For FISS only** – It is the responsibility of the Provider Agency to get the Log to the

designated Wraparound Fiscal Department staff in a timely manner – **within the first week of the month following the month of services.** FISS case closure can occur at any time throughout the month. Logs are to be faxed to the designated Wraparound Fiscal Department staff 1 to 3 business days following Provider’s final contact with the family.

- g. It is the responsibility of the Care Coordinator/FISS Manager/Transition Specialist to return the **signed** original/faxed Logs to the Provider Agency in a timely manner – **within 1-3 days after receiving the Log.**
- h. A copy of the Log must be retained by the Care Coordinator/FISS Manager/Transition Specialist after they sign off. **It is the responsibility of the Care Coordinator/FISS Manager to make a copy of the Log before they return it to the Provider.**
For FISS only – The State Bureau of Milwaukee Child Welfare (BMCW) requires FISS Services to have all Logs in their files for audit purposes, as well as to have documentation available for Court, if a youth needs to be detained, in order to prove services were offered and to verify the youth’s level of cooperation.
- i. **For Wraparound/REACH/O-YEAH only** - If the Agency is faxing the Log to the Care Coordinator/FISS Manager/Transition Specialist for the signature, then a copy of the returned signed faxed Log should be attached to the original Log. When auditors are reviewing Logs, they will be looking for all three signatures (Provider, Legal Guardian/Caregiver/client, and the Care Coordinator/FISS Manager/Transition Specialist).
- j. The **original** Log (and the attached copy with the Care Coordinator/FISS Manager/Transition Specialist signature on it, if applicable) must be filed in the youth’s Agency file with the most recent month on top.

5. Hours of Service.

Tutoring services can only be provided during the hours of 7:00 A.M. to 9:00 P.M. Tutoring should **not** be provided during the youth’s regular school hours, unless specifically identified in the Plan of Care / FISS Referral.

6. Billing.

- a. **Face-to-face** contact with the youth **IS billable**. This includes Child & Family Team meetings, Plan of Care meetings and any other meeting in which the youth/family is being discussed and **is present**. The time spent at such meetings should be billed at the established hourly rate.
- b. Phone/written contact and “No Shows” must also be documented, but are **NOT billable**.
- c. Transportation time to and from the youth contact is **NOT billable**.
- d. The Provider Agency must have the completed, signed Log in their possession before they bill for services.

7. Miscellaneous.

- a. It is expected that the Tutor be invited to all Team/POC meetings and that he/she attend. If he/she is unable to attend, a verbal update of the status of service provision must be provided to the Care Coordinator/FISS Manager/Transition Specialist.

Any/all of the above requirements may be audited by Wraparound Milwaukee/FISS, the State of Wisconsin, Milwaukee County and/or any program-affiliated auditing body.

Reviewed & Approved by: _____

Bruce Kamradt

Bruce Kamradt, Director

Wraparound Milwaukee

VERIFICATION OF 15 HOUR TRAINING REQUIREMENT

CHECK THE SERVICE(S) TO BE PROVIDED BELOW

Employee Name: _____
(print employee name)

This is a statement of verification that the above named employee has completed in full **ALL TRAINING REQUIRED BY WRAPAROUND MILWAUKEE TO PROVIDE THE FOLLOWING SERVICE(S).**

(Check those that apply)

Mentoring: _____
(List Training Dates Above - Month/Day/ Year)

Parent Assistance: _____
(List Training Dates Above - Month/Day/ Year)

Tutoring: _____
(List Training Dates Above - Month/Day/ Year)

Detailed information related to all training sessions is on file with:

(agency name)

and includes: the date, duration, topic(s) covered; training method (ie: video; written material; workshop, etc) and name of the trainer for each training module or session.

(Wraparound Milwaukee may request this information at any time for quality assurance purposes.)

<u>Agency Director or Designee Signature</u>	<u>Employee Signature</u>
_____ Agency Director/Designee Signature	_____ Employee Signature
_____ Print Name	_____ Print Name
_____ Date Signed	_____ Date Signed

TRANSPORTATION CONSENT FORM

YOUTH/CLIENT NAME: _____ DOB: _____
(Print)

_____ OF _____
(Provider's Name) (Name of Provider Agency)

HAS PERMISSION TO PICK UP AND TRANSPORT _____
(Name of Youth/Client)

FROM _____ THROUGH THE TERMINATION OF SERVICES FROM THIS AGENCY.
(Effective Date)

SPECIAL CONSIDERATIONS/MEDICAL-MEDICATION ISSUES/LIMITATIONS:

Signature of Legal Guardian Relationship to Youth Date

Signature of Youth (should sign if age 14 or over) Date

WITNESSED BY:

Print Name of Witness

Signature of Witness Date Witnessed

Agency Address Agency Phone

EMERGENCY CONTACT:

Name: _____

Address: _____

State: _____ Zip: _____ Phone: _____

Unless otherwise specified, this consent will expire 12 months from the date it was signed. This consent or any part of this consent may be canceled at any time with written notification.

<u>Check One</u>	<u>Check One</u>
<input type="checkbox"/> Wraparound	<input type="checkbox"/> Tutoring
<input type="checkbox"/> REACH	(5521/H2021)
<input type="checkbox"/> FISS	<input type="checkbox"/> Parent Asst.
<input checked="" type="checkbox"/> O-YEAH	(5522/55111)

PROVIDER NETWORK PROGRESS REPORT LOG

For: Month _____ Year _____

Pre-signing or altering of logs is fraudulent and may be grounds for termination from the Network and any future contractual relationships with the County

Provider's Name/Agency: _____ Phone: _____

Name of Client Being Served: _____

(If a sibling /child/parent of an identified enrollee indicate enrollees name): _____

Legal Guardian's Name (not needed for OY): _____ Relationship: _____

Care Coord./Agency, FISS Mngr. or Trans. Spec.: _____ Phone: _____

Need/Goal: 1) _____
Strategy: _____

Need/Goal: 2) _____
Strategy: _____

Need/Goal: 3) _____
Strategy: _____

NOTE: ALL NEEDS/GOALS MUST BE ADDRESSED MORE THAN ONE TIME DURING THE MONTH

Overall Monthly Outcomes (circle one # in each row) 1= Poor Progress 3=Satisfactory Progress 5=Excellent Progress

Need/Goal # 1	1	2	3	4	5
Need/Goal # 2	1	2	3	4	5
Need/Goal # 3	1	2	3	4	5

DATE (i.e., 8/29/01)	-TIME FRAME SEEN (i.e.- 4:00 – 7:00 p.m.) -TOTAL TIME SEEN -BILLABLE TIME	ACTIVITY, COMMENTS & PROGRESS RELEVANT TO IDENTIFIED NEEDS/GOALS Type of Contact: FF = Face to Face PH =Phone W =Written NS = No Show MTG = Child and Family Team/POC mtg./other youth-family meeting Must have one note entry for every contact made REMINDER: Phone/written contacts/No Shows are NOT billable for Parent Asst. and Tutoring but must be documented.
	Time Frame: Total Time: Billable Time: <div style="border: 1px solid black; width: 50px; height: 20px; margin-left: 20px;"></div>	Location of FF/NS/MTG: _____ Type of Contact: (circle one) FF PH W NS MTG Activity/conversation engaged in, client's mood/any significant behaviors/reactions:

DATE <i>(i.e., 8/29/01)</i>	-TIME FRAME SEEN <i>(i.e.- 4:00 – 7:00 p.m.)</i> -TOTAL TIME SEEN -BILLABLE TIME	<u>ACTIVITY, COMMENTS & PROGRESS RELEVANT TO IDENTIFIED NEEDS/GOALS</u> Type of Contact: FF = Face to Face PH =Phone W =Written NS = No Show MTG = Child and Family Team/POC mtg./other youth-family meeting Must have one note entry for every contact made REMINDER: Phone/written contacts/No Shows are NOT billable for Parent Asst. and Tutoring but must be documented.
	Time Frame: Total Time: Billable Time: <div style="border: 1px solid black; width: 80px; height: 30px; margin: 5px auto;"></div>	Location of FF/NS/MTG: _____ Type of Contact: (circle one) FF PH W NS MTG. Activity/conversation engaged in, client’s mood/any significant behaviors/reactions:
	Time Frame: Total Time: Billable Time: <div style="border: 1px solid black; width: 80px; height: 30px; margin: 5px auto;"></div>	Location of FF/NS/MTG: _____ Type of Contact: (circle one) FF PH W NS MTG. Activity/conversation engaged in, client’s mood/any significant behaviors/reactions:
	Time Frame: Total Time: Billable Time: <div style="border: 1px solid black; width: 80px; height: 30px; margin: 5px auto;"></div>	Location of FF/NS/MTG: _____ Type of Contact: (circle one) FF PH W NS MTG. Activity/conversation engaged in, client’s mood/any significant behaviors/reactions:

TOTAL TIME:

TOTAL BILLABLE TIME:

Legal Guardian/Caregiver’s Signature or Client Signature for OY
Date _____

Provider’s Signature
Date _____

Wraparound/REACH Care Coord., FISS Manager or Trans. Spec. Signature
Date _____

Agency Administration Approval: _____ **Date:** _____

Using billing code (check one): Tutoring - 5521 or H2021 Parent Assistant - 5522 or 55111

ing or altering of logs is fraudulent and may be grounds for termination from the Network and any future contractual relationships with the County

Check One	Check One
<input checked="" type="checkbox"/> Wraparound	<input type="checkbox"/> Tutoring
<input type="checkbox"/> REACH	(5521/H2021)
<input type="checkbox"/> FISS	<input checked="" type="checkbox"/> Parent Asst.
<input type="checkbox"/> O-YEAH	(5522/55111)

PROVIDER NETWORK PROGRESS REPORT LOG

For: Month July Year 2010

Provider's Name/Agency: Jackie Miller - Caring, Inc. Phone: (414) 222-3322

Name of Client Being Served: Paula Brown (Parent)
 (If a sibling /child/parent of an identified enrollee indicate enrollee's name): Jason Brown

Legal Guardian's Name (not needed for OY): N/A Relationship: N/A

Care Coord./Agency, FISS Mngr. or Trans. Spec.: Julie Miles - Milw. Services Phone: (414) 252-8907

- Need/Goal: 1) Improve parenting skills
 Strategy: Teach "hands-off" behavioral techniques 1x per week.
- Need/Goal: 2) Improve knowledge of community resources for clothing & household items.
 Strategy: Provide info on area resources & take parent to clothing & furniture stores as needed.
- Need/Goal: 3) _____
 Strategy: _____

NOTE: ALL NEEDS/GOALS MUST BE ADDRESSED MORE THAN ONE TIME DURING THE MONTH

Overall Monthly Outcomes (circle one # in each row)	1= Poor Progress	3=Satisfactory Progress	5=Excellent Progress
Need/Goal # 1	1	2	3
Need/Goal # 2	1	2	3
Need/Goal # 3	1	2	3

DATE (i.e., 8/29/01)	-TIME FRAME SEEN (i.e.- 4:00 – 7:00 p.m.) -TOTAL TIME SEEN -BILLABLE TIME	ACTIVITY, COMMENTS & PROGRESS RELEVANT TO IDENTIFIED NEEDS/GOALS
		Type of Contact: FF = Face to Face PH =Phone W =Written NS = No Show MTG = Child and Family Team/POC mtg./other youth-family meeting Must have one note entry for every contact made REMINDER: Phone/written contacts/No Shows are NOT billable for Parent Asst. and Tutoring but must be documented.
7/5/10	Time Frame: 10:00 AM - 12:00 Noon Total Time: 2 hours Billable Time: 2 hrs.	Location of FF/NS/MTG: <u>Client home</u> Type of Contact: (circle one) <u>FF</u> PH W NS MTG Activity/conversation engaged in, client's mood/any significant behaviors/reactions: Spoke with Mrs. Brown about "hands-off" parenting techniques. Provided info on the use of time-outs need for consistency & follow-through. She mentioned that she thought it would be difficult to implement this type of technique as her children would not listen. Provided reassurance that with consistency & follow through that it can work. Will practice giving a time-out.

DATE (i.e., 8/29/01)	-TIME FRAME SEEN (i.e.- 4:00 - 7:00 p.m.) -TOTAL TIME SEEN -BILLABLE TIME	<u>ACTIVITY, COMMENTS & PROGRESS RELEVANT TO IDENTIFIED NEEDS/GOALS</u> Type of Contact: FF = Face to Face PH =Phone W =Written NS = No Show MTG = Child and Family Team/POC mtg./other youth-family meeting Must have one note entry for every contact made REMINDER: Phone/written contacts/No Shows are <u>NOT</u> billable for Parent Asst. and Tutoring but must be documented.
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7/8/10	Time Frame: 9:30 AM - 12:00 Noon Total Time: 2.5 hours Billable Time: <div style="border: 1px solid black; padding: 2px; display: inline-block;">2.5 hrs.</div>	Location of FF/NS/MTG: <u>Client's home / community</u> Type of Contact: (circle one) <u>FF</u> PH W NS MTG. Activity/conversation engaged in, client's mood/any significant behaviors/reactions: Took Ms. Brown to 3 area second hand clothing stores in her neighborhood. Assisted with choosing the best items for the cost. Provided her with 2 furniture store addresses that we will be visiting in ^{D/8PE search} store of a dresser for Jason. Ms. Brown was very thankful for the assistance. Helped put items away upon return to client's home.
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7/12/10	Time Frame: 9:00 AM - 10:30 AM Total Time: 1.5 hours Billable Time: <div style="border: 1px solid black; padding: 2px; display: inline-block;">1.5 hrs.</div>	Location of FF/NS/MTG: <u>Client's home</u> Type of Contact: (circle one) <u>FF</u> PH W NS MTG. Activity/conversation engaged in, client's mood/any significant behaviors/reactions: Continued to work on educating Ms. Brown about "hands-off" parenting techniques. Practiced implementing time-outs. She seemed more hopeful that she would be able to implement the technique!
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7/14/10	Time Frame: 9:30 AM - 9:45 AM Total Time: 15 minutes Billable Time: <div style="border: 1px solid black; padding: 2px; display: inline-block; border-radius: 50%; width: 20px; height: 20px; margin: 0 auto;">0</div>	Location of FF/NS/MTG: <u>Client's home</u> Type of Contact: (circle one) FF PH W <u>NS</u> MTG. Activity/conversation engaged in, client's mood/any significant behaviors/reactions: Arrived at the home to pick up Ms. Brown to go to the furniture stores. No answer! Called into home. No Answer. left a message on voice mail to please call this writer regarding missed appointment & to reschedule.
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TOTAL TIME: 6 hrs. 15 min.	TOTAL BILLABLE TIME: 6 hours
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<u>Paula Brown</u> Legal Guardian/Caregiver's Signature or Client Signature for OY Date <u>7/29/10</u>	<u>Jarvis Miller</u> Provider's Signature Date <u>7/30/10</u>	<u>Julie Miles</u> Wraparound/REACH Care Coord., FISS Manager or Trans. Spec. Signature Date <u>8/11/10</u>
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Agency Administration Approval: P.K. Date: 8/2/10

Using billing code (check one): Tutoring - 5521 or H2021 Parent Assistant - 5522 or 55111

c/wrapcmn/erdman/IPNProgressReportForm4 8/11/08 11/23/10