

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division Policy & Procedure	Date Issued: 2/01/2014	Reviewed: 7/16/2013 By: MG Last Revision:	Section: ADMINISTRATION	Policy No: 016	Pages: 1 of 2
<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Children's Court Services Network <input checked="" type="checkbox"/> Purchase of Service Agencies	Effective Date: 03/01/2014	Subject: <p style="text-align: center;">Conflict Resolution</p>			

I. POLICY

It is the policy of Delinquency and Court Services Division (DCSD) 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.

II. PROCEDURE

A. In the event a DCSD Human Service Worker experiences an area of conflict with a Wraparound Milwaukee Care Coordinator:

1. The DCSD Human Service Worker and Care Coordinator will meet to discuss the issue.
2. The DCSD Human Service Worker and the Care Coordinator will notify their respective Supervisors and provide them with all relevant information if an agreement cannot be reached. The DCSD Human Service Worker Supervisor will then initiate contact with the Wraparound Supervisor to resolve the problem.
3. The DCSD Human Service Worker Supervisor will notify, and provide all relevant information to, their Section Manager and QA Department. The Wraparound Supervisor will notify, and provide all relevant information to, their Wraparound Liaison. The Section Manager will initiate contact with the Wraparound Liaison to resolve the problem.
4. If still not resolved, the DCSD Section Manager will notify and provide all relevant information to the DCSD Administrator. The Wraparound Liaison will also notify and provide all relevant information to the Deputy Director of Wraparound Milwaukee. The DCSD Administrator will initiate contact with the Wraparound Deputy Director to resolve the problem.

B. In the event a DCSD Human Service Worker experiences an area of conflict with a Bureau of Milwaukee Child Welfare (BMCW) or Contracted Agencies:

1. DCSD Human Service Worker and the BMCW Case Manager, IASW, etc. meet to discuss the issue.
2. DCSD Human Service Worker and the BMCW Case Manager, IASW, etc. will notify their respective Supervisors and provide them with all relevant information if an agreement cannot be reached. The DCSD Human Service Worker Supervisor will then initiate contact with the BMCW Supervisor or Agency Supervisor to resolve the problem.

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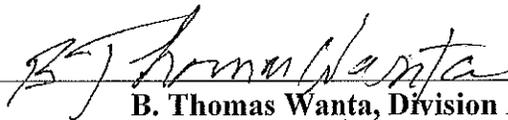
3. The DCSD Supervisor will notify and provide all relevant information to, their Section Manager and QA Department. As well, the BMCW Supervisor or Agency Supervisor will notify and provide all relevant information to their Program Manager or Agency Director. If an agreement was not reached, the DCSD Section Manager will initiate contact with the BMCW Program Manager or Agency Director to resolve the issue.
4. If still not resolved, the DCSD Section Manager will notify and provide all relevant information to the DCSD Administrator. The BMCW Program Manager will notify and provide all relevant information to the BMCW (or their respective agency) Administrator to resolve the issue. DCSD Administrator will initiate contact with the BMCW (or other agency) Administrator to resolve the issue.

C. In the event that a DCSD Human Services Worker experiences an area of conflict with a Network Provider:

1. The DCSD Human Service Worker and Provider should meet to discuss the issue.
2. If the issue cannot be resolved, then the DCSD Human Service Worker'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 DCSD Administrative staff for assistance with a resolution.

****Note: If the conflictual issue is clearly a DCSD policy and/or licensing-related violation, then this must be reported to the Delinquency and Court Services Division Quality Assurance Department for review.***

Reviewed & Approved By:



B. Thomas Wanta, Division Administrator