

Milwaukee County Department of Health and Human Services Delinquency and Court Services Division POLICY & PROCEDURE	Date Issued: 05/01/2014	Reviewed: 08/06/2014 By: MG Last Revision:	Section: ADMINISTRATION	Policy No: 034	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: 09/01/2014	Subject: Service Authorization Request (SAR)			

I. Policy

It is the policy of Delinquency and Court Services-DCSD that any service provided on behalf of a youth must be identified in a Service Authorization Request (SAR) line in Synthesis IT system. To ensure sustainability of service to the youth/family, paid services should only be authorized for family members other than the identified youth when there is no other payer source available. All services in the CCSN are authorized by the Human Service Worker and approved by the Human Service Worker Supervisor or Administration. **All service request must be authorized before the service is provided. Any service provided outside of proper authorization will not be paid.**

The purpose of the Service Authorization Request procedure is to:

- A. Assist the HSW in obtaining services for the youth in a timely manner.
- B. Facilitate implementation of the Case Plan by authorizing services identified with in strategies to meet the identified Crimegenic needs.
- C. Facilitate collaboration with Providers, including their respective roles and responsibilities regarding the delivery of services to youth and families.
- D. Ensure thoughtful planning of services that youth and families will receive.

II. Procedure

A. Initial Service Requests.

The initial SAR is to be entered by the HSW in Synthesis within three (3) days of being excepted by the agency. Service request by the HSW are then sent to the HSW Supervisor for approval in Synthesis. **Services are NOT authorized until approved by the HSW Supervisor.**

The following services cannot be entered by the HSW; these are processed/entered by Administrative Coordinators or assigned staff:

1. Out-of-Home Care Services
2. Day Treatment
3. Running Rebels-Intensive Monitoring (Firearms, SCOP, Burglary, MCAP-*Initial Referrals*)
4. Restorative Justice-YRJ
5. Level II Monitoring
6. AMEN-mentoring
7. First Time Offender Program-*Initial Referrals*
8. Saturday Alternative to Sanctions-SAS

9. Community Service Program
10. Capias Abatement Program
11. Community Accountability Panels-CAP
12. Evening Report Center
13. Family Functional Therapy-FFT
14. Supervision and Engagement Program-SAP
15. Occupational Support Programs-PKA (Employment Programs)

B. The Turnaround SAR

The Turnaround SAR is a snapshot of the previous month's SAR and can be utilized in subsequent months as a shortcut to entering Service Requests by using the following procedure:

1. Turnaround SAR's are to be entered **and approved on-line by the 23rd** of the month prior to service delivery (*i.e., June Turnaround SAR's must be entered by July 23rd*).
2. HSW's can update the Agency, Provider and number of Units requested. Any other changes to the service would need to be entered as a new service line.
3. Turnaround SAR's are electronically forwarded to the Human Service Worker Supervisor for approval.

C. Notification of Approval of Services.

1. All SAR's are presumptively approved by DCSD with the online approval of the HSW Supervisor. Compliance with all Fee-For-Service, Contracts, and Policies will be monitored and DCSD reserves the right to deny services that are not in compliance.
2. Vendors may use Synthesis to review and run reports of their authorized services at any time during the month.
3. DCSD will send an Initial Report of Authorized Service to all Vendors at the beginning of the service month who do not have access to Synthesis.

D. Request for Overrides.

1. HSW's can authorize units only up the maximum allowable units as shown on the Children's Court Service Network Service Matrix. Request for units above that number can only be approved by the HSW Supervisor.
2. To request an override, the HSW enters the maximum allowable units and indicates the reason for the request in the NOTES field of the SAR screen.
3. When the HSW Supervisor receives the request for the SAR approval, they will determine whether or not to approve the override, and will update the requested units as needed.

Reviewed & Approved By: B. Thomas Wanta

B. Thomas Wanta, Division Administrator