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MILWAUKEE COUNTY  
**DEPARTMENT OF  
HEALTH & HUMAN  
SERVICES**

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Owner	Dana James: Integrated Services Manager- Quality Assurance
Policy Area	Wraparound (Wrap, REACH, youth CCS)- Administration

## #010- System and Provider Conflict Resolution

### I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) 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.

Note: This policy utilizes the term "Care Coordinator", which applies to Wraparound, REACH, and CCS Care Coordinators. The term "Youth" is used in this policy and applies to the enrollee in the program, whether a child, adolescent, or young adult. The term "Provider" refers to providers within the Wraparound Milwaukee Provider Network.

### II. PROCEDURE

- A. **In the event a Care Coordinator or Provider experiences an area of conflict with a Children, Youth, and Family Services (CHFS) Human Services Worker or Division of Milwaukee Child Protective Services (DMCPS) Case Manager:**
1. The two individuals will meet to discuss and attempt to resolve the issue.
  2. The two individuals will notify their respective Supervisors and provide them with all relevant information if an agreement cannot be reached. Both Supervisors from respective agencies will work collectively to resolve the problem.
  3. If step two is not successful, the Supervisor from the Wraparound Milwaukee network agency will notify and provide all relevant information to a Wraparound Milwaukee Administrative staff. The Human Service Worker or DMCPS Supervisor

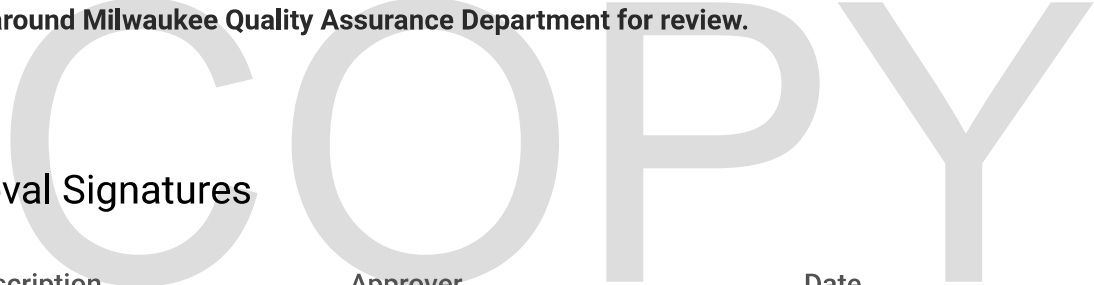
will notify, and provide all relevant information to their Section or Site Manager. The Wraparound Milwaukee Administrative staff will initiate contact with the Section or Site Manager to resolve the problem.

4. In the event step three is not successful, the Wraparound Milwaukee Administrative staff will notify and provide all relevant information to the Wraparound Milwaukee Associate Director who will work with DMCPs or CYFS leadership to resolve.

**B. In the event a Care Coordinator or Provider experiences an area of conflict with a Care Coordinator or Provider:**

1. The two individuals should meet to discuss the issue. If the issue requires Child & Family Team intervention, then the Child & Family Team should be called together.
2. If the issue cannot be resolved, then the direct supervisors 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 Wraparound Milwaukee Administrative staff for assistance with a resolution.

**Note: If the conflictual issue is clearly a Wraparound Milwaukee policy and/or licensing-related violation, then this must be reported either to the Wraparound Milwaukee Provider Network or the Wraparound Milwaukee Quality Assurance Department for review.**



**Approval Signatures**

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	12/11/2023
	Brian McBride: ExDir2 – Program Administrator	12/11/2023
	Dana James: Integrated Services Manager- Quality Assurance	12/11/2023
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