

Children's Community Mental Health Services and Wraparound Milwaukee Certification Protocol

When new Care Coordinators (this may also include Lead Care Coordinators or Supervisors) are deemed eligible within the Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) Provider Network, they need to become certified Care Coordinators. Care Coordinators must become certified within their first six (6) months of hire or run the risk of not receiving additional families until they are certified.

Note: Any previous Care Coordinator/Lead/Supervisor, who has been out of Wraparound Milwaukee Care Coordination for a year, who is returning, must complete the certification process again.

Certification includes the following:

1. Completion of the Foundations Training
2. Completion of all required Moodle Trainings
3. Introduction to the Family Handbook
4. Training requirements to meet DHS 34 or DHS 36 (depending on program)
5. Onboarding Checklist
6. Passing the Plan of Care Facilitation Passport
7. Passing the Plan of Care documentation rubric

Wraparound Milwaukee reserves the right to add more requirements as needed. These will be communicated with agencies prior to implementation.

In addition to New Care Coordination Certification, Wraparound Milwaukee requires Care Coordinators, Lead Care Coordinators, and Supervisors to be re-certified annually (by calendar year- if Care Coordinator was certified in 2023, re-certification will occur in 2024). Re-certification requirements will be communicated by Wraparound Milwaukee training department annually.