



# Wraparound Milwaukee Consultant/Coach

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- **Wraparound Milwaukee Administration may request that a consultant be added prior to enrollment. Consultant will be assigned at enrollment.**
- **Recommendation may be made during High Risk Consultation. Request must be submitted to consultants.**
- **Wraparound Milwaukee Administration maintains the right to add consultants to teams when deemed clinically necessary or where additional oversight is warranted or requested.**
- **A request must be made when there is potential correctional placement/MCAP, waiver, out of state placement, independent living, and 1:1 staffing or exceptional rate requests.**

#### **Other possible requests include but are not limited.....**

- Can be brought to the team anytime potential out of home placement is discussed, if this conversation cannot be managed at the agency level.
- A consultant may be recommended when families have experienced a critical incident or several incidents.
- Child has been out of the home and there appears to be limited movement by the team in creating permanency.
- Help to more fully engage families, motivate teams, and at times may take on responsibilities to fill gaps in service implementation for team members. If family engagement is the main concern, please reach out to Wraparound Parent Consultant Jennifer Wilder (414-531-3393; Jennifer.Wilder@milwaukeecountywi.gov).
- Younger children that teams are considering a higher level of care.
- They are often brought to the table when there is a struggle in team development i.e. recruiting natural supports, community resources, others.

**The BOLD points are only those teams that REQUIRE a consultant involvement. Other points are considered optional for teams to consider submitting a request.**



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- When a youth is experiencing multiple, frequent placement changes/instability.
- When there is ongoing team conflict that has already been unsuccessfully addressed at the agency level by following the conflict resolution process.
- Due to formal or informal grievances made, Quality Assurance may recommend or request a consultant be added and may provide the option to families.
- At any time, a Supervisor/Lead may submit a request to discuss and troubleshoot any situation that may be challenging. A Supervisor/Lead may also be requested to attend for additional support.
- NOTE: Consultants can also be contacted at any time for brainstorming/consultation without formally joining a team.

## Requesting a Consultant/Coach

1. Care Coordinator will complete a request in Synthesis under the Forms tab. Supervisor will review, complete the Supervisory Comments section, and submit if needed. NOTE: If Jennifer Wilder is being sought to assist with family engagement, Care Coordinator/Supervisor can reach out to her directly, rather than completing the Consultation Request Form.
2. The Consultant will approve the request in Synthesis if deemed necessary and add their name to the team list. Please make sure **Care Coordinators notify Consultant/Coaches of any team meeting cancellation on their CELL PHONE within a timely manner.**
  - If the request is not approved, the form will be sent back via Synthesis with feedback. There may also be email communication with the agency Supervisor requesting additional clarification.
3. **TRANSITIONING-** Consultant/Care Coordinator/Supervisor may establish together that a Consultant/Coach is no longer needed at the team level. ***If at any point out of home is introduced again, the Supervisor may call the previous consultant involved and discuss. (Their name will be on the inactive team list.)***
4. **COVERAGE-**Consultants/Coaches will cover for one another during times they are out of the office.

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