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Owner Dana James
Policy Area Wraparound (Wrap, REACH, youth CCS)-Care Cord.

#085 Care Coordination After Hours Policy

I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as Wraparound Milwaukee) to ensure the safety of youth and provide 24-hour, 7-day a week on-call coverage to handle crisis situations. A Care Coordinator or Supervisor must be available by cell phone or other back-up system to respond to emergencies at all times.

II. SCOPE:

This policy applies to Wraparound Milwaukee Care Coordination Agencies providing Wraparound, REACH, and/or CORE programming.

III. PROCEDURE:

- A. Care Coordination Agencies must submit an on-call coverage plan for review and approval on an annual basis or as requested. This should be submitted to Wraparound Milwaukee Associate Director and Provider Network Manager on/by January 1st of each year. The on-call coverage plan must include (but is not limited to) details around the following:
 - 1. Onboarding new staff to on-call procedure.
 - 2. Phone Expectations:
 - a. Each agency must have at least one Care Coordinator or Supervisor available to respond to emergency calls at all times.
 - b. On-call personnel must respond to calls within 15 minutes.
 - c. Each call must receive a call back, even if no voicemail is left.

3. In Person Expectations:
 - a. On-call personnel or agency leadership must be available to respond in person within an hour should in-person response be needed.
 - b. Placement Crisis Expectations (Wraparound and REACH only)
 - i. In person response is required when emergency placement crisis occurs.
 - ii. Reference Out of Home Placement Checklist and Emergency Placement Checklist on the website, under Frequently Used Forms, for more information.
4. On-call personnel must have access to a device to review Synthesis in full.
5. Safety protocol (i.e. behavior de-escalation, when to call for support, etc.)
6. Leadership expectations – At least one leader must be available at all times for consultation, support and back-up.
7. Documentation/Follow Up Expectations
 - a. After hours communication and response must be clearly documented within progress/provider notes.
 - b. Wraparound/REACH - Please see Policy #037 - Progress Notes Policy for additional documentation requirements.
 - c. CORE - Please see Policy #078 - Provider Notes for additional documentation requirements.
8. Updates to on-call coverage calendar
 - a. An on-call coverage calendar must be maintained internally and available to Wraparound Milwaukee Administration upon request.
 - b. Ensure that on-call coverage calendar is updated to reflect expected leaves of absence.
 - c. In case of unexpected leaves of absence, ensure that backup coverage is obtained.

Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/23/2022
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