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**Owner:** Janet Fleege:  
 12008007-Program  
 Manager

**Policy Area:** Community Access to  
 Recovery Services (CARS)

References:

## CARS Program Capacity Management

**Effective Date if Other Than Approval Date: 11/15/2017**

### Purpose:

To coordinate the placement of individuals in services when there is a program waitlist due to lack of provider/ system capacity.

### Scope:

This policy applies to all CARS staff and Access Points.

### Policy:

- A. It is expected that when CARS and/or Access Point staff determines an individual is in need of a service in which the program has a lack of immediate capacity that the individual will be added to a program waitlist. Individuals can be added to a CARS program wait list(s) in different ways:
1. Individuals can be assessed at an Access Point by completing a Comprehensive Assessment;
  2. CARS Service Managers or designee can place individuals on a waitlist following a review of the Service Authorization Request Justification (SARJ) form and approval for level of care;
- B. Individuals who meet one or more of the following criteria will be identified as a priority on a program wait list.
1. Pregnant, IV drug
  2. Pregnant, other substance
  3. Other IV drug
  4. Opiate STR (State Targeted Response)
  5. Woman with dependent child(ren)
  6. W2
  7. Stipulation/commitment
  8. Homeless

9. Currently hospitalized
10. Recently discharged from hospital
11. CARS crisis case management
12. Currently at crisis stabilization
13. Currently incarcerated/institutionalized
14. Referred by Wraparound O'YEAH

## Procedure:

### Access Point/CARS

- A. Determine level of care and with client's input, select a preferred provider.
- B. Complete "Wait List Management Form" in the Electronic Health Record (EHR) system.

### PROGRAMS:

#### TCM/CSP/CBRF/CCM

- A. CARS Staff monitor the CARS Clients on Waitlist Report in the EHR.
- B. CARS Staff will identify the next client for placement based on the program's priorities.
- C. Provider is notified of service authorization for client admission.
- D. CARS Staff can utilize the CARS Open Episode Report and the CARS Provider Capacity Report in the EHR to help monitor possible openings.

#### AODA Residential Treatment

##### Responsibility: CARS

- A. CARS Staff monitors provider capacity daily.
- B. CARS Staff inquires daily with providers about future discharges.
- C. CARS Staff monitors the CARS Clients on Waitlist Report in the EHR to produce a weekly wait list report of individuals that are on a wait list for a particular program/provider. CARS Staff will email a waitlist report to each provider weekly.
- D. CARS Staff will identify the next client for placement based on the program's priorities.
- E. CARS Staff will utilize the CARS Open Episode Report and the CARS Provider Capacity Report in the EHR to help monitor possible openings.
- F. Individual alerts will be entered by a BHD CARS Service Manager after 2 consecutive weeks of unsuccessful contacts. The individual will be removed from the waitlist by BHD CARS staff, and the individual alert will remain for 60 days.

##### Responsibility: Provider

- A. The provider will email their residential census daily, Monday-Friday, to CARS Staff.
- B. The provider will compare the weekly wait list report received from CARS Staff to their own wait list.
- C. The provider will work with CARS Staff to resolve any discrepancies.

- D. The provider will document individual contact attempts for each individual on the Wait List Contact Attempts form in the EHR.
1. The provider is expected to make and document three phone contact attempts within 120 days of the consumer being placed on the waitlist. When there are three failed attempts, the provider will mail a 'no contact' form letter to the consumer and upload it to the consumer's electronic health record. This 'no contact' form letter can be found on the CARS website.
    - a. Necessary clinical updates will be reported to CARS staff.
  2. If the consumer cannot be reached within 120 days, they will be removed from the program waitlist.
  3. Upon no contact from the consumer after mailing the 'no contact' form letter, the provider will fill out the Provider Feedback Form (PFF) selecting 'unable to locate individual' as the reason.
- E. Email completed PFF to: [AODAServiceRequests@milwaukeecountywi.gov](mailto:AODAServiceRequests@milwaukeecountywi.gov).
1. If the individual has presented to another agency or an alternative form of treatment has been engaged, the provider will document this in the comment section in the EHR.

**Moving Individuals from Wait List to Program Admission**

**Responsibility: CARS Staff/Provider**

- A. When a Provider has availability for a new individual to receive services, the provider will notify CARS Staff of the availability of a placement.
- B. An individual is chosen to fill the available placement and are contacted based on priority categories and length of time on the wait list.
  1. Providers may select the next individual for contact using information on the weekly wait list report. In this case, the provider will notify CARS Staff as to their reasoning why, their intent to contact the next individual, and the availability of the placement.
  2. Alternatively, CARS Staff may select the next individual for contact, either at the request of the provider or upon the CARS Staff's own initiative.
  3. CARS Staff will work with providers to fill available placements; however, CARS Staff retains final authority over which county-funded individual on the wait list is to be contacted next and whether contact attempts are to be continued. Provider records attempts to contact individual on the Wait List Contact Report for that individual.
- C. Once the individual is contacted an intake admission appointment will be made to present at the agency.
  1. For AODA residential services, the provider will email the PFF to CARS Staff at the email address: [AODAServiceRequests@milwaukeecountywi.gov](mailto:AODAServiceRequests@milwaukeecountywi.gov).
  2. CARS Staff will enter the authorization into the EHR and remove the individual from the wait list.

**Attachments:**

No Attachments

**Approval Signatures**

Step Description	Approver	Date
	Michael Lappen: 11008000-BHD Administrator	1/16/2018

<b>Step Description</b>	<b>Approver</b>	<b>Date</b>
	Amy Lorenz: 1201300-Deputy Administrator-Community Services	1/16/2018
	Jennifer Wittwer: 11001003-Director Community Services	1/12/2018
	Janet Fleege: 12008007-Program Manager	1/11/2018

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