

 <b>WRAPAROUND MILWAUKEE POLICY &amp; PROCEDURE</b>	Date Issued: <b>1/1/09</b>	Date Revised:	Section: <b>LIAISONS</b>	Policy No: <b>031</b>	Pages: <b>1 of 1</b> (1 Attachment)
	<input type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound/REACH <input type="checkbox"/> FISS	Effective Date: <b>1/1/09</b>	Subject: <b>CHANGE OF ADDRESS - REACH</b>		

## I. POLICY

Since youth enrolled in the REACH program are part of the Wraparound Milwaukee Special Managed Care Program, it is essential that we have the correct address for the youth and family during the entire duration of enrollment.

## II. PROCEDURE

When a family's address changes during enrollment, the Care Coordinator will report the address change using the Temporary Change of Placement (TempCop) tab in Synthesis within 24 hours of the time the change occurred. This tab is also used by Wraparound Milwaukee Care Coordinators, and therefore the TempCop tab contains fields that are not required for REACH enrollees. The only required fields for REACH enrollees are:

1. Date of Change (the date the family moved).
2. Type of Change (for REACH, it will always be Address Change).
3. Placement Name (generally, this will say "parent's home").
4. Address and phone number.

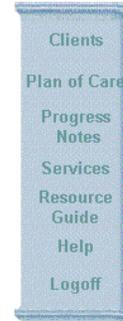
See attachment for data entry instructions.

Reviewed & Approved By:   
**Bruce Kamradt, Director**

# Change of Address Reporting - REACH

Changes of address for REACH enrollees are reported using the Temporary COP (TempCOP) tab in Synthesis.

1. Select **Clients** from the [Main Menu Column](#).



1. Select the **Client Name** from the client list.

A screenshot of a web application interface. At the top, there is a search bar with a dropdown menu set to 'LastName' and a text input field containing 'clie s'. To the right are 'Search' and 'New' buttons. Below the search bar, there is a red asterisked note: '\* Search criteria is now required for program staff.' and a grey note: '\* Clients appearing in italics are not currently enrolled.' Below these is a table with columns: Select, Last Name, First Name, DOB, and Program. The first row contains a trash icon, 'Client', 'Sample', '1/1/1991', and 'Wraparound'.

Select	Last Name	First Name	DOB	Program
	Client	Sample	1/1/1991	Wraparound

2. Select the **Temporary COP** tab and click on the “New” button.

A screenshot of a web application interface showing a navigation bar with tabs: Demographics, Referrals, Associates, Placements, CourtOrders, COP Info, and Temp COP. The 'Temp COP' tab is selected and highlighted in blue. Below the navigation bar is a header for 'Temporary COP List' with a 'New' button on the right.

A screen similar to the one below will be displayed.

A screenshot of a web application form titled 'Temp COP - Sample Client'. The form has an 'Insert' button in the top right. It contains several input fields: 'Date of Change', 'Type of Change' (a dropdown menu), and 'If known, scheduled return date:'. To the right, there is a 'Client Address' field with the value '1234 Any Street Milwaukee, WI 53201'. Below these fields is a section titled 'FOR ALL TEMP COPs:' with a radio button for 'Has Bureau or PO been notified?' set to 'No'. Another section titled 'IF TEMPORARY PLACEMENT NOT DESCRIBED ABOVE:' contains fields for 'Placement Name', 'Relationship', 'Address Line 1', 'Address Line 2', 'City, State, Zip', and 'Phone'. A large 'Reason' text area is on the right side of this section.

Demographics Payments Referrals Associates Placements Court Orders COP

**Temp COP - Sample Client** Insert

Date of Change  Client Address: 1234 Any Street Milwaukee, WI 53201

Type of Change

If known, scheduled return date:

**FOR ALL TEMP COPs:**

Has Bureau or PO been notified?  No  Yes

**IF TEMPORARY PLACEMENT NOT DESCRIBED ABOVE:**

Placement Name  Relationship

Address Line 1  Reason

Address Line 2

City, State, Zip

Phone

3. Enter Date of Change, Type of Change (will always be Address Change), Placement Name (this will generally say “parent’s home), and the address and phone number information. The rest of the screen can be left blank.
4. Save your entry by clicking the “Insert” button.

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## Edit Temporary Change of Placement

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If you need to make any changes to a Temporary Change of Placement (workers can only do this until the TempCOP has been sent to the supervisor for approval as described below) – simply enter your changes, and click the “Update” button. NOTE: The “Update” and “Get Approval” buttons appear immediately after you click the “Insert” button initially to save the TempCOP.

Temp COP - Sample Client

Update

Get Approval

Done

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## Get Supervisor Approval

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Click on the "Get Approval" button to obtain supervisory approval of the Temporary Change of Placement. Your supervisor then receives a message the next time he logs in to Synthesis alerting him that there is a TempCOP waiting for approval.

**THIS IS A CRITICAL STEP – YOU MUST SEND THE TempCOP TO YOUR SUPERVISOR TO CONTINUE THE NOTIFICATION PROCESS TO WRAPAROUND.**

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## Supervisor Approval

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The supervisor will then have a login message indicating that this information needs to be sent to REACH administrative staff. The supervisor clicks the “Approve” button that is on their screen, which in turn send a login message to REACH administrative staff.

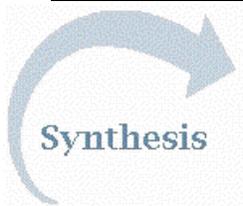
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## REACH Administrative Approval

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When the supervisor approves the TempCOP, REACH administrative staff are notified that a TempCOP has been entered and needs final approval. After REACH administrative staff approve the TempCOP, the care coordinator receives a login message that the TempCOP has been approved.

### Sample View Final Approval Message



Good Afternoon Margaret Pena

Messages for you:

*Jeannie Maher:*

A Temporary Change of Placement for Sample Client was approved.

Processing of the Temporary Change of Placement in Synthesis is now complete.

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## Deleting a TempCOP

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If a Temporary COP needs to be deleted (if the wrong type of COP was entered, for instance), contact the Synthesis Help Desk at 257-7547.