



Exhibit 1: Scope of Services

Group Home (GH) Contract

with the Division of Milwaukee Child Protective Services (DMCPS)

Contract Period: January 1, 2024 – December 31, 2024

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Program Overview

The primary purpose of Group Home (GH) placements is to provide treatment, needs, and physical placement to youth receiving case management services through one of the Contracted Case Management Agencies of the Division of Milwaukee Youth Protective Services (DMCPS). These services provided to youth subject are to jurisdiction of Wis. Stat. Ch. 48 when placed in an out-of-home care (OHC) placement when the youth cannot remain safely in the home of their family of origin.

Group home placements are expected to be short-term to address specific needs of the youth. All placements must be authorized and monitored by the youth's Child Welfare Case Manager and approved through the youth's Court Order. The Contractor must follow all licensing requirements according to Ch. DCF 57, Adm Code. The Contractor's license must be in good standing with the Wisconsin DCF Child Welfare Licensing Section and the Contractor must hold a contract with DMCPS for the placement and care of youth served by DMCPS. The Contractor must provide a safe and high-quality group home for all youth served in the home. While placement in a group home is a congregate care setting, the environment shall be home-like to promote normalcy for youth who have experienced the trauma due to removal from their families of origin.

Youth Well-Being

Physical Environment

The home must be clean, well-maintained, and nurturing for youth in out-of-home care. A well-maintained home must include adequate furnishings, decorations, with is sensory-friendly, and a home-like environment.

Food Policy/Availability

The Contractor will ensure a four-day supply of various nutritional foods is available to meet the needs of the total number of youth placed in the home include daily meals and snacks. The Contractor will make reasonable efforts to consider and accommodate the following:

- 1) Religious/cultural beliefs and values
- 2) Dietary Restrictions
- 3) Past trauma history of youth in care

The group home must create and post a menu of planned meals for each week. The group home must allow youth access to food and beverages in a manner that is most home-like and least restrictive. Youth shall have access to food when a youth is hungry



or has missed a meal during the day. The group home must not have any food locked away unless it is for food supply storage and/or future meal preparations.

Provisions

The Contractor will, at a minimum, provide youth with essentials. The Contractor will provide and replenish personal hygiene products for the youth, bus tickets or transportation, when necessary, and an allowance or spending money, etc. The Contractor shall have a policy outlining what they provide to youth upon discharge and a copy shall be copy in the group home's file.

Clothing

The Contractor will ensure youth have adequate clothes each season during their stay. Youth should be allowed to select clothes and shoes that meet their unique style or preference. Youth may maintain possession of their clothes; however, the Contractor must ensure that an emergency supply of appropriate, new, and weather-appropriate clothing (undergarments, coats, hats, gloves, etc.) is available to youth who do not have an adequate supply of clothing. If the group home decides not to maintain an emergency supply clothing for youth; it will be the responsibility of the group home to purchase clothes for the youth upon placement and when new items are needed. Upon discharge from the group home, the youth shall possess all clothing that belong to them and the items purchased for them during their stay. Upon discharge, the group home must maintain an inventory of all items purchased for each youth.

Promoting Normalcy

The Contractor shall use the Reasonable and Prudent Parenting (RPP) Standard (<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2017-27.pdf>) in decision-making as it relates to an activity of a youth in their care. These RPP decisions often relate to the safety, extracurricular, social, and age-appropriate developmental activities that are in the best interest of the youth. The RPP Standard also must consider decisions related to the youth/family's cultural, religious, and tribal values. The Contractor will use RPP to make decisions about a youth's day or overnight passes and shall discuss with the Contracted Case Management team when appropriate.

Note: The Contractor must account for the youth's safety while outside of the facility and shall document internally where and when the youth left, what the youth will be doing on their pass, and where/how the youth can always be reached.



Programmatic Elements

Available Programming

The Contractor shall accept youth with treatment needs that match programming available in the group home. If the Contractor accepts youth with needs which are different from their current group home programming, the Contractor must create programming to accommodate the needs of the youth or develop specialized in the facility. The Contractor should coordinate with the child welfare case management team to develop treatment goals as needed. All programming should be provided in accordance with the Wisconsin Youth Welfare Model for Practice (<https://dcf.wisconsin.gov/cwportal/model>).

The group home shall offer appropriate programming, including, but not limited to:

- 1) Mental and behavioral health intervention.
- 2) Independent living skill development.
- 3) Support for youth to encourage healthy peer relationships.
- 4) The Contractor must ensure the youth has connections to community resources for recreational activities, health care, and other services. The Contractor shall update the youth's treatment plan of any community resources utilized and inform the case management agency.
- 5) The contractor will collaborate with the case management agency to ensure family support and connections occur whenever possible unless court-ordered restrictions prevent family interactions.
- 6) Programming that focuses on the needs of youth in various stages of social physical, healthy growth, and development, addressing age-appropriate factors such as social development, academic achievement, positive recreational activities, essential life skills, choosing healthy relationships, job training and employment skills deemed appropriate.

Note: The Contractor does not need to provide all services directly to the youth in placement. The youth's treatment and case plan may address the services and be provided outside the facility.

Supervision of Youth

There shall be proper adult supervision, nurturing and effective engagement of youth in programming. The Contractor will ensure that youth are supervised 24 hours per day, 7 days per week except when adhering to Wis. Stat. § 48.383 (Reasonable and Prudent Parenting Standards).



Treatment Planning

The Contractor must follow all treatment planning requirements of their license and as required by law. The youth's treatment care plan will be provided timely to the parent/guardian and the youth's Child Welfare Case Manager. This plan must also be available upon request of any of the parties in the youth's case. The Contractor must create and maintain open and supportive communications among all parties legally involved in the care and planning for a youth's interests, to reach a final goal of permanence for youth in out-of-home care.

All youth shall receive crisis intervention and safety planning if determined necessary by their treatment/case plan or requested by the youth's Contracted Case Management team.

The Contractor will be responsible for providing written progress reports monthly for each youth in care under this contract and for providing these reports to the youth's family and the youth's Contracted Case Management team. Each report is due by the 10th day of each month for any youth that was in contractor's care for ten or more days in the prior month.

The report must provide a response to the following questions/topics:

- 1) The youth's education status, highlighting any recent accomplishments, setbacks, or concerns in relation to learning or the school environment.
- 2) Whether the youth has experienced any sudden, unusual changes in behavior, any specific progress related to the youth's treatment, or any recent changes or related issues of concern.
- 3) The youth's progress towards discharge.
- 4) The youth's level of engagement in services.

Note: This report is not limited to the information listed above and may include as much information as the Contractor feels is necessary to convey the youth's status to the Youth Welfare Case Manager.

Adherence to DCF/DMCPS Transformation

The Contractor must comply with all applicable Family First Prevention Services Act (FFPSA) and Youth Welfare Transformation policies and procedures as required by DCF and/or DMCPS. Preference for placement may be given to Contractors who comply with FFPSA requirements and are certified as Qualified Residential Treatment Programs (QRTP) by DCF.



During a youth's placement in the group home, the Contractor will arrange for, encourage, support, and cooperate in assisting the youth to maintain contact with family through regular visitation and family interaction as required in the court order, permanency plan, case plan, and direction from the youth's Youth Welfare Case Manager.

Promoting Normalcy

To create normalcy and maintain relationships for youth, it is a requirement that the Contractor plan and execute additional opportunities for the youth to connect with their family, friends, and communities. The Contractor shall maintain documentation of the youth's visits with their family, to include any siblings of the youth. If visits with the youth's family are not going to occur at the home, the Contractor shall maintain documentation of frequency, schedule, location, and whether the visits occurred.

Transportation

The Contractor must provide for or arrange transportation to and from all medical/mental health/dental appointments, all court-ordered services, school, and other community-related activities. If youth are working on developing independent living skills, it may be a requirement for them to utilize public transportation (or something similar), but only if it is included in the youth's treatment/independent living plan and is consistent with their demonstrated level of responsibility. It is the Contractor's responsibility to provide the youth with the skills and resources for transportation. Contractor must have documentation available upon request as it relates to the means of transportation used by youth placed at the facility.

Mobile Phone and Internet Use Policy

The Contractor must establish a written policy regarding youth possession and use of mobile phones. This policy must be provided to DMCPSC Contract Administrator within 30 days of the signing of this contract. The policy must identify:

- 1) What happens when a youth possessing a mobile phone is brought to the facility for admission?
- 2) When the youth may or may not have or utilize the device.
- 3) When and where the device will be stored or charged, and how it will be secured from theft or misuse by others when not in possession of the youth.
- 4) How the Contractor will ensure privacy of other youth in the facility given the recording and photographic capabilities of most mobile phones.



- 5) How the Contractor will ensure the youth does not use the mobile device to contact unsafe individuals or others who the Child Welfare Case Manager has advised should not be contacted.
- 6) Whether the Contractor offers Wi-Fi / Internet access to youth and how such access is overseen or managed.
- 7) In which circumstances a youth is not allowed to have a cell phone or an electronic device. The policy will state how the youth will communicate with family and friends and how the youth will have access to the internet or Wi-Fi. The youth must also be allowed to have private conversations with case management, family, and friends (this is only to be used when safety issues arise as a result of the youth possessing the cell phone)
- 8) If a youth displays inappropriate behavior by use of a cellphones or other electronic devices or that threatens the safety of staff and other residents.

Agency Requirements

Placement Referrals

The Contractor must gain access to the [Supporting Youth and Children](#) (SYNC) website to accept placement of any DMCPs youth. Once the Contractor has access to the website, the Contractor may accept, waitlist, or decline the placement referral. The Contractor will review each referral it receives for appropriateness for placement to ensure supportive programming is appropriate for the youth. If the Contractor agrees to the placement of DMCPs youth, the Contractor must report placement to DMCPs's contracted partner Placement Referral Unit (PRU) must also be notified. The Contracted Case Management agency authorizes all placement referrals electronically for each youth using the SYNC website.

The Contractor will consult with the Contracted Case Management agency when there are concerns.

It is a requirement that each newly licensed group home to develop a plan for the acceptance of youth (applicable for new group homes contracted with DMCPs) to be submitted to the DMCPs Contract Administrator.

Wraparound Milwaukee Placements

The Contractor may accept placements made directly by Wraparound Milwaukee (Wraparound Milwaukee is a unique system of care) for youth under a CHIPS Dispositional Order. For these placements, Wraparound Milwaukee is responsible for payment of placements. The Contractor cannot refuse placement solely because a youth is involved, or will become involved in the future, with Wraparound Milwaukee.

The Contractor is not required become an “in-network” provider for Wraparound Milwaukee but is encouraged to seek a Wraparound Milwaukee contract so that payments may be timely processed.

Acceptance of Youth into the Group Home

The Contractor must always ensure a single point of contact for placement coordination. The Contractor must be available for placement between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. If the Contractor wishes to be available for after-hours referrals, the Contractor should develop an afterhours contact and share the information with DMCPs and the PRU. The Contractor must respond to the referring agency for all placement referrals within 1 business day of receipt of referral to accept or deny placement, or to ask for more information about the youth. The Contractor is required to track all denials for placements with a focus on reason(s) for the denial and submit this information to the PRU monthly.

The Contractor may accept or deny placement referrals in accordance with the needs of the referred youth or youth in their care. Placement denials shall focus on specific reasons, including, but not limited to the following:

- 1) Needs of the youth are greater than the staff in the Contractor’s home can safely manage. The Contractor must describe the specific needs that they are unable to meet.
- 2) The youth does not fit within the age requirements that can be placed at the home.
- 3) The histories and experiences of a youth already placed at the facility are contrary to the best interests of the youth seeking placement (i.e. youth is a member of a rival gang).
- 4) Case management team has not appropriately coordinated placement (i.e., Case Manager or representative of case management agency does not have the placement folder ready and available with any consents and resources needed to create a smooth transition for the youth)

Placement Holds

DMCPs may place facilities “on hold” for new placement referrals for reasons including, but not limited to, the following:

- 1) New allegations of maltreatment in the home
- 2) Identification of placement danger threat(s)
- 3) Concerns with the quality of care provided to residents

4) Financial instability of entity

If DMCPs places a “hold” on a specific home, the DMCPs Contract Administrator will notify the Contractor via email of this decision.

Note: Entering a Contract with DMCPs does not guarantee placement of youth.

Placement Disruptions

The Contractor shall provide a written 30-day notice for any youth for which they are asking removal to allow for appropriate planning and transition for the youth. It is recommended that for each 30-day request there has been clear and consistent communication with the assigned Child Welfare Case Manager to attempt to plan for any potential disruption. Immediate and 15-day removal requests must be staffed with the DMCPs Contract Administrator (or designee) and Program Manager of the Child Welfare Case Management Agency.

The Contractor will be responsible for documenting the following related to all youth once they are discharged. The contractor must provide quarterly reports to the Placement Referral Unit (PRU) for all discharges.

- 1) The length of stay in the group home from placement to discharge
- 2) Where the youth is discharged to, e.g., birth home, foster home, treatment foster home, another RCC, group home, or that the youth is missing from care, etc.
- 3) Specific rational detailing discharge reason(s)

Workforce

The Contractor’s workforce should be culturally competent and able to support the youth in their diverse cultural and lifestyle backgrounds. Cultural competency training is required for all staff in compliance with Wisconsin’s Executive Order 1¹ and Executive Order 59².

The Contractor must establish and provide to DMCPs Contract Administrator a written statement explaining whether and how Group Home staff may be visually identified and distinguished from Group Home residents by a third party entering the facility. Staff all must identify themselves whenever guests and visitors are present in the home. If no policy exists and staff are not distinguishable from residents by a third party entering the facility, the Contractor shall provide a written statement indicating such to DMCPs.

¹ https://docs.legis.wisconsin.gov/code/executive_orders/2019_tony_evers/2019-1.pdf

² https://docs.legis.wisconsin.gov/code/executive_orders/2019_tony_evers/2019-59.pdf



Training Required

The Contractor must provide the following trainings for their staff upon hire, and at specified times during employment:

- 1) Training on positive behavioral interventions, which excludes the use of physical discipline and corporal punishment, must be provided to all direct care staff during each licensing period.
- 2) Training on the dynamics of high-risk behavior and its prevention and management must be provided to all direct care staff during each licensing period.
- 3) Training regarding the prevention of maltreatment while a youth is in their care.
- 4) Training detailing protocols for staff regarding mandated reporting of youth abuse or neglect.
- 5) Training related to medical neglect and procedures or programs, or both to provide for the:
 - a) Coordination and consultation with individuals designated by and within appropriate health-care facilities.
 - b) Prompt notification by individuals designated by and within appropriate healthcare facilities of cases of suspected medical neglect.
 - c) The agency must continually improve the skills and qualifications of the direct line and supervisory staff providing services to youth by participating in continuous quality improvement initiatives within their agency.

Information about trainings shall be made available for the DMCPSC Contract Administrator upon request. The Contractor must be able to provide information to DMCPSC Contract Administrator as it relates to implementation of methods, strategies, skills given at training.

Reporting Serious Incidents

The Contractor must submit a serious incident report within 72 hours of the incident occurring to the Contract Administrator. Serious incident reports should be completed anytime law enforcement is contacted, including interactions with police, ambulance, EMT, etc. After DMCPSC receives the serious incident report, DMCPSC may conduct a site visit (announced or unannounced) that occurs depending on the severity of the incident.



Missing from Care

In accordance with [DMCPS Missing from Out-of-Home Care Policies](#), the Contractor must reach out to Child Welfare Case Manager via email immediately, to share information about the youth's missing status. The Contractor shall also provide information to the parent(s)/guardian(s) about the youth's status at this time.

Youth that go missing from care frequently, or for extended periods of time, will need to be staffed with a representative from the youth's case management team, and the Contract Administrators at DMCPS for Group Home and Case Management Agencies to discuss prevention/ intervention.

Upon return to placement, the Contractor must evaluate the youth for additional programming needs or specific interventions and must communicate this information with the youth's Child Welfare Case Manager. There are additional requirements for the Case management agency when a youth returns from missing status, so it is imperative that the Contractor notify the youth's Child Welfare Case Manager immediately upon the youth's return.

Youth Safety While in Placement

DMCPS supports a child protection system that is comprehensive, youth-centered, family-focused, and community-based; incorporates all appropriate measures to prevent the occurrence or recurrence of youth abuse and neglect; and promotes physical and psychological recovery and social re-integration in an environment that fosters the health, safety, self-respect, and dignity of the youth.

While in the group home, youth shall be protected from potential threats to their safety, both in or out of the home, to the best of the Contractor's ability.

In the group home, the use of physical restraints and corporal punishment is prohibited, except in the event of an emergency as defined by Ch. DCF 57, Adm Code licensing guidelines. Any restraint policies must be approved by DMCPS at the beginning of each contract period. The Contractor shall not utilize any physical restraint unless the Contractor's policy has been approved by DMCPS. An exception from DCF on the Contractor's license for physical restraint does not equal approval from DMCPS.

Reporting Maltreatment

If staff at the facility witness alleged maltreatment regarding a youth in their care, they must follow the group home's procedures to report the alleged maltreatment to the Division of Milwaukee Youth Protective Services Intake (414-220-SAFE) (<https://dcf.wisconsin.gov/cps/mandatedreporters>) and notify the youth's Child Welfare Case Manager and other parties as outlined in the facility's current license.



Any substantiated maltreatment in a group home requires the agency to submit a Corrective Action Plan (CAP) to DMCPD within 30 days of being notified of the substantiation, in addition to any required documentation of their license. This CAP shall include any action initiated in response to the recommendations of the agency that conducted the Initial Assessment. Approved Corrective Action Plans will be added to the Contract as an addendum.

Independent Investigations (Initial Assessments)

When there is an allegation of maltreatment that is screened in with a contracted facility of DMCPD, a third party conducts the Independent Investigation (Initial Assessment). The Contractor is expected to cooperate with any investigating body/agency during the investigation and is required to follow up and complete any recommendations from the Initial Assessment. If there are recommendations that are not followed, the Contractor must obtain DMCPD approval and document in the Contractor's internal records.

Depending on the severity of the allegations, the facility may be placed "on hold" for a period to be determined by the DMCPD Contract Administrator. The DMCPD Contract Administrator will notify the Contractor via email when a home has been placed "on hold."

Upon the completion of any Independent Investigation/Initial Assessment, the GH will follow up within 5 business days with the Contracted Case Management Agency and/or DMCPD to review any recommendations for the facility in response to the Access Report or completed Assessment.

Qualified Residential Treatment Placement Facilities

The Family First Prevention Services Act (FFPSA) of 2018 is designed to help families whose children are at risk of removal, stay together. However, at times, youth may exhibit more mental health and behavioral health needs that could impact their ongoing safety or the safety of others and when this happens, they will be placed outside the home.

Qualified Residential Treatment Programs (QRTD) are non-family settings under FFPSA that are intended to provide quality mental health and behavioral health care for youth. QRTD are leading providers of best practice in the field of child development, trauma, and attachment. QRTD provide specialty programming that is designed to give the youth in their care tailored services and supports based on that youth's individual needs. GHs who have a current contract with DMCPD, are encouraged to consider becoming a QRTD Provider. More about the expectations of QRTD Providers is covered in Wis. Admin Code DCF 61 ([Wisconsin Legislature: Chapter DCF 61](#)).



If an GH provider becomes, or currently is, a QRTP provider, they have must meet the following requirements under FFPSA:

- The GH is accredited through an independent, not-for-profit accrediting organization approved by the U.S. department of health and human services.
- The GH uses a trauma informed treatment model
- The GH will engage, and build, a Family Permanency Team (FPT)
- The GH has a registered/licensed nursing staff and licensed clinical staff on site and available 24/7
 - The GH can also utilize a 24/7 nursing hotline provided by DCF Licensing if needed.
- The GH will provide discharge planning and family-based aftercare for at least 6 months after the youth's discharge from the QRTP.

QRTP providers shall articulate how the facility's specialized programming will not only help the youth transition from a most restrictive setting to a family-like setting but will ensure the programming assists in the transition through specific mental health, emotional health, and behavioral health treatment. This includes making professional recommendations for the After Care plan in conjunction with the Contracted Case Management Team and FPT.

QRTP providers will ensure monthly Family Permanency Team meetings are held, to the extent possible, at a convenient location for the youth's family. QRTP providers should keep notes on who attends the meetings and continue to build the youth's FPT.

Necessary Resources

Except as detailed elsewhere in the Contract as obligations of the Department, the Contractor shall provide the personnel and any materials or resources necessary for the performance of the services. All current and newly hired staff must successfully and timely complete and comply with the core competencies and staff professional development requirements for their employment position to provide quality services and support successful outcomes for youth. This includes compliance with strategies for increasing the tenure of group home staff, supervisors, and managers. This should also include career ladders recognizing length of service, attainment of graduate degrees or professional certification, additional skills, experiences, or competencies.

Compliance with DMCPs Required Meetings

Contractors are expected to attend all group home-related program and contract meetings convened by DMCPs (either virtually or in-person). If attendance is not



possible by any staff member, the Contractor must notify the assigned DMCPs Contract Administrator prior to the meeting of the agency's inability to attend.

Performance Standards and Accountability

The Contractor shall perform all services consistent with the documents constituting the Contract. DMCPs may evaluate Contractor performance based on outcomes developed by DCF and/or DMCPs. Performance standards may be developed regarding the care the youth has received in the facility, to include, but not be limited to, the youth's stability, safety, and well-being. The Contractor's performance will be a factor in determining placement referrals and contract renewal. The Contractor will meet with DMCPs on a periodic basis to discuss and review any potential operational concerns or developments along with the Contractor's performance under the requirements of this contract. Corrective action, or any other remedies available to the State under the Contract, may be undertaken for failure to comply with the provisions of the Contract, including failure to follow DMCPs Policies and Procedures, the Federal Youth and Family Service Review's Program Improvement Plan (PIP) and applicable state and federal law.

Department of Youth and Families (DCF) Structure/Organization

The Department of Youth and Families (DCF) directly administers youth welfare services in Milwaukee through the Division of Milwaukee Youth Protective Services (DMPCS) and runs the Statewide Public Adoption Program. DCF also provides licensing of facilities that provide out-of-home care for youth. In addition, DCF oversees youth welfare at the local level. Local youth welfare agencies administer programs to assist youth and families that include assistance for youth in need of protection or services, foster care services, youth abuse and neglect investigations, and community-based juvenile justice services. DCF also administers a variety of other family-centered state programs such as early youthhood education services and W-2 programs. The Youth Abuse and Neglect Prevention Board is administratively attached to the Department of Youth and Families.

The vision of the Department of Youth and Families is that all Wisconsin youth and youth are safe and loved members of thriving families and communities. To reach our vision, we are focused on reducing racial and ethnic disparities in our programs and services, focusing on five key priorities:

- 1) Systematically increasing access to quality early care and education programs that support the needs of youth and families statewide
- 2) Putting families in the center of successful youth support and good-paying jobs programs



- 3) Safely transforming the youth welfare and youth justice system to dramatically increase the proportion of youth supported in their homes and communities
- 4) Dedicating additional resources to support vulnerable and historically underserved youth, specifically teenage girls, kids with complex care needs, and youth transitioning out of the foster care system
- 5) Fostering a workplace where agency staff feel engaged, valued, and connected to our vision

Milwaukee Child Welfare Structure

The Division of Milwaukee Youth Protective Services (DMCPS)

DMCPS works with families to ensure the safety and well-being of children and youth. With its many community partners, DMCPS provides services to families in crisis that help keep children safely in the home. When it is necessary, DMCPS looks to out-of-home care placements to provide appropriate temporary and permanent homes for children who cannot live with their families of origin. DMCPS contracts with service providers to provide placement, case management, in home services, and other supportive services to families in the Milwaukee community.

DMCPS is responsible for administering child protective services in Milwaukee County and works to assure the safety, well-being, and permanence of youth. DMCPS provides oversight over the Case Management Services contract, as well as other contracted services serving youth and families in need of youth welfare services. The vision of DMCPS is to have safe youth and healthy families in Milwaukee County and to execute DCF's mission that all Wisconsin youth will be safe and loved members of thriving families and communities.

DMCPS Ongoing Services Section

The DMCPS Ongoing Services Section is responsible for managing the programming, policy, and coordination of contract agencies providing ongoing services for the Milwaukee youth protective services system. This includes direct involvement in the negotiation, monitoring and performance evaluation of contracts with agencies that provide Contracted Case Management services, in-home services, out-of-home care placement providers, independent living providers, and other providers who fall in the scope of the Ongoing Services Section.

One of the DMCPS Ongoing Services Section's key objectives is to ensure youth are receiving high-quality care from the Contractors providing group home care for DMCPS youth. DMCPS Ongoing Services Section may conduct site visits (announced and



unannounced) to meet this key purpose, and the DMCPs Contract Administrator will perform these visits and may be accompanied by an additional state employee

Bureau of Quality Improvement

The DMCPs Bureau of Quality Operations (BQO) holds primary responsibility for supporting all Division administrative operations and quality improvement initiatives. BQO oversees the Division's financial operations to support state operations, private contractor administrative costs and direct client services. BQO is responsible for the management of division funding as well as the coordination of fiscal operations with DCF financial management staff. BQO ensures that proper accounting and audit measures are in place.



Appendix 1: Required Policies

Below is the minimum list of policies that the Contractor is required to submit to DMCPS with its Registration materials. A Registration will not be considered complete for review until all policies have been submitted. It is acceptable that some areas below may be covered within the same policy/agreement. The Contractor may create (or have) additional policies in line with program design.

1. Youth Provisions Policy
2. Mobile Phone and Internet Use Policy
3. New Group Home Youth Acceptance Policy
4. Staff Identification Policy
5. Youth Restraint Policy
6. QRTP Policies
 - a. Additional Programming Available
 - b. Aftercare Policy