

Policy and Procedure	Date Issued	Policy Number CSB – 603	Page 1
Milwaukee County Behavioral Health Division	Date Revised	Subject: Service Delivery and Agency Collaboration	
Community Services Branch			

## 1. POLICY:

- A. Per DHS 36.17 (4) (a) the CCS Program in Milwaukee County will ensure that psychosocial rehabilitative and treatment services shall be provided in the most natural and least restrictive manner and most integrated settings practicable consistent with current legal standards. Services will be delivered with reasonable promptness, and build upon the natural supports available in the community. Service delivery shall be flexible, always taking into consideration safety needs and level of acuity as the first priority of care.

## 2. PROCEDURE

- B. Milwaukee County CCS program will offer this voluntary psychosocial rehabilitative benefit that provides every individual the opportunity to live a life that achieves his/her maximum recovery potential.
- C. The CCS program will act in a consumer advocacy role for the achievement of the best clinical and recovery practices.
- D. CCS is a voluntary benefit and the individual must have the capacity to volunteer.
- E. Crisis Services for CCS Consumers per DHS 36.07 (3) (g)
1. A comprehensive assessment and IRP are completed to assist CCS staff and the consumer in crisis prevention and resolution. The CCS care coordinator and consumer, with input from the recovery team, develop a crisis/safety plan to identify client strengths, natural supports, triggers, warning signs of impending acute distress and crisis, and the consumer's preferred self-care actions, coping strategies and responses from others.
  2. The consumer receives written information on available crisis services and how to access CCS on-call coverage after regular hours. The CCS collaborates closely, as needed, with the BHD Crisis Services/ Mobile Urgent Treatment Team which may include creating a Psychiatric Crisis Services (PCS) Alert with PCS, filing a crisis plan outlining mutually agreed on intervention strategies if the consumer presents how to reach the CCS staff and identified support persons on the consumer's recovery team, and participating in Crisis Service staffing.
- F. The service director and a manager back up will be designated by the Behavioral Health Division as a primary point of contact for CCS. All care coordinators and

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agency providers can request consultation on specific issues from the designated contact(s).

1. Collaboration efforts shall be made in accordance with policy CSB - 617

G. Milwaukee County will ensure that CCS will be delivered in an integrated setting with reasonable promptness and build on natural supports available within the community that supports the recovery pathway of the individual service recipient.



Reviewed and Approved by: \_\_\_\_\_

Jennifer Wittwer, Associate Director  
Adult Community Services Branch