

Policy and Procedure	Date Issued	Policy Number CSB – 606	Page 1
Milwaukee County Behavioral Health Division	Date Revised	Subject:	
Community Services Branch		Consumer Rights	

1. POLICY:

Per DHS 36.07 (5) (d) and 36.19 the CCS Program has a grievance process for consumers who feel their rights have been violated or have a complaint with the program.

2. PROCEDURE

- A. The CCS program and all providers of care shall comply with the patient rights and grievance resolution procedures in s. 51.61, Stats., and ch. DHS 94., and all of the following:
1. Choice in the selection of recovery team members, services, and service providers.
 2. The right to specific, complete and accurate information about proposed services.
 3. For Medical Assistance consumers, the fair hearing process under s. DHS 104.01 (5) For all other consumers how to request a review of a CCS determination by the department.
 4. Denial of CCS based on the *Functional Screen* outcome or Involuntary Discharge from Medical Assistance: A written request for a review of the determination of need for psychosocial rehabilitation services should be addressed to the Bureau of Prevention Treatment and Recovery, 1 W. Wilson Street, Room 850, PO Box 7851, Madison, WI 53707–7851.
- B. The care coordinator shall ensure that the consumer understands the options of using the formal and informal grievance resolution process ins. DHS 94.40 (4) and (5), and is given a Community Services Branch Client Rights and Grievance Procedure pamphlet (See Attached)
- C. Each consumer has the ability to contact Vital Voices or Disability Rights Wisconsin directly with concerns and/or issues related to client rights violations or grievances.
- D. Ensure that consumer rights information is provided at admission.

Policy and Procedure	Date Issued	Policy Number CSB – 606	Page 2
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Reviewed and Approved by: _____

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Adult Community Services Branch