

Policy and Procedure Milwaukee County Behavioral Health Division	Date Issued	Policy Number CSB – 608	Page 1
Community Services Branch	Date Revised	Subject: Receiving and Making Referrals	

1. POLICY:

Per DHS 36.07 (5) (f) the Milwaukee County Behavioral Health Division (BHD) Community Services Branch (CSB) shall accept referrals for Comprehensive Community Services (CCS) services and will use uniform criteria developed by the state to determine appropriateness of each referral for services provided by the CCS program. The county will be a collaborative partner for the delivery of the CCS program, and will work with our providers and clients to ensure that services are delivered in a welcoming, person centered, recovery oriented, culturally intelligent, and trauma informed manner. If an individual does not meet eligibility guidelines for CCS, a referral will be made to a non-CCS program at an appropriate level of care.

2. PROCEDURE:

- A. Referrals and accompanying information will be received by the CSB via agency-referrals, self-referrals, and walk-ins. This practice will be in place to ensure clients will be able to be served in a timely manner upon Milwaukee County certification.
- B. The Care Coordinator, under the direction and supervision of the Mental Health Professional, receives the referral and contacts the referral source, as needed, to clarify and confirm the referral information.
 - 1. Care Coordinator will meet with the individual to discuss CCS and if the individual is interested they will complete the application.
 - 2. A referral log will be completed with action taken with every individual referred.
- C. If the referral information or the *Functional Screen* is determined to not meet eligibility guidelines, the individual receives written notice of determination, is referred to a non-CCS program at the appropriate level of care, and informed of the CSB appeal process. The individual is informed of alternative behavioral health and psychosocial rehabilitative supports available to them in the community.

Policy and Procedure	Date Issued	Policy Number CSB – 608	Page 2
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Receiving and Making Referrals	



Reviewed and Approved by: _____

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