

Policy and Procedure	Date Issued	Policy Number CSB – 609	Page 1
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Communication to Consumer of Comprehensive Community Services Information	

1. POLICY:

Per DHS 36.07 (5) (g) consumers enrolled in the Comprehensive Community Services (CCS) shall be given program information including, the array of services offered, any costs that may be incurred, the grievance procedure, their rights under DHS 36.19 and requirements for informed consent for medication and treatment.

2. PROCEDURE:

- A. When an individual is referred for CCS, an Administrative/Care Coordinator will meet with the individual to describe the nature and philosophy of CCS services (to include a brochure) and begin the application and screening process.
- B. The care coordinator will meet with the consumer and his/her desired supports to review the admission agreement and other critical information such as:
 - 1. Pertinent information about CCS including the philosophy, processes and nature of services provided
 - 2. Service array and identified providers
 - 3. Any costs he/she may incur
 - 4. Grievance procedure as indicated in CSB – 606
 - 5. Required informed consents for medication and treatment. With their signature, the consumer acknowledges their understanding of the potential risks and benefits of the treatment plan and plan to participate in it. This includes description of CCS and its services, client responsibilities, benefits and risks, and right to withdraw informed consent.
 - 6. Listing of CCS staff members, titles, responsibilities and means to contact them.



Reviewed and Approved by: _____
 Jennifer Wittwer, Associate Director
 Adult Community Services Branch