

Policy and Procedure	Date Issued	Policy Number CSB – 610	Page 1
Milwaukee County Behavioral Health Division  Community Services Branch	Date Revised	Subject: Cultural Heritage & Primary Language	

**1. POLICY:**

Per DHS 36.07 (5) (h) the CCS program ensures that a consumer’s cultural heritage and primary language are primary factors when developing service plans, and all activities and services will be accessible in a language in which the consumer is most comfortable and fluent.

**2. PROCEDURE**

The Care Coordinator shall:

- A. Assure that the plan development, in partnership with the consumer and his/her desired supports, is responsive to the cultural heritage and primary language of the consumer.
- B. Monitor delivery of psycho-social rehabilitative services so that the consumer’s cultural background, personal life experiences, and mental health and/or substance use disorders shall be addressed.
- C. Assure that if the CCS program is unable to meet the consumer’s need(s) due to cultural issues or language barriers, additional information and/or an appropriate referral to an outside service will be made by the care coordinator or team member once the consumer has been admitted to the CCS program.
- D. Ensure client choice which includes choice of secular or non-secular agencies, gender specific, culturally intelligent, and linguistically appropriate service provision.



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

Jennifer Wittwer, Associate Director  
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