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Milwaukee County Behavioral Health Division  Community Services Branch	Date Revised	Subject:  Service Planning	

## **1. POLICY:**

Per DHS 36.07 (5) (n) a written service plan based upon the individualized assessment that identifies the psychosocial services to be provided or arranged for a consumer will be written and completed within thirty (30) days of the application date. Psychosocial rehabilitative and treatment services shall be provided in the most natural and least restrictive manner and most integrated settings consistent with current legal standards, be delivered with reasonable promptness , and will build upon the natural supports available in the community. The plan will be person-centered, trauma-informed, culturally intelligent, and have a recovery oriented focus of care.

## **2. PROCEDURE**

### **A. FACILITATION OF SERVICE PLANNING.**

1. A written service plan shall be based upon the assessment and completed within 30 days of the consumer's application for services.
2. The service planning process shall be explained to the consumer and, if appropriate, a legal representative or family member.
3. The service planning process shall be facilitated by the service facilitator in collaboration with the consumer and recovery team.
4. Service planning shall address the needs and recovery goals identified in the assessment.

### **B. SERVICE PLAN DOCUMENTATION**

1. The service plan shall include a description of all of the following:
  - a. The service facilitation activities that will be provided to the consumer or on the consumer's behalf.
  - b. The psychosocial rehabilitation and treatment services, to be provided to or arranged for the consumer, including the schedules and frequency of services provided.
  - c. The service providers and natural supports who are or will be responsible for providing the consumer's treatment, rehabilitation, or support services and the payment source for each.
  - d. Measurable goals and type and frequency of data collection that will be used to measure progress toward desired outcomes.
2. An attendance roster shall be signed by each person, including recovery team members in attendance at each service planning meeting. The roster shall include the date of the meeting and the name, address, and telephone number of each person attending the meeting. Each original, updated, and partially

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completed service plan shall be maintained in the consumer's service record as required in s. DHS 36.18.

3. The completed service plan shall be signed by the consumer, a mental health professional, substance abuse professional (if SUD is present), and the care coordinator.
4. Documentation of the service plan shall be available to all members of the recovery team.

**C. SERVICE PLAN REVIEW.**

1. The service plan for each consumer shall be reviewed and updated as the needs of the consumer change or at least every 6 months.
2. A service plan that is based on an abbreviated assessment shall be reviewed and updated upon the expiration of the abbreviated assessment or before that time if the needs of the consumer change.
  - a. The review shall include an assessment of the progress toward goals and consumer satisfaction with services.
  - b. Acknowledgement of steps taken towards identified goals.



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

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