

Policy and Procedure	Date Issued	Policy Number CSB – 617	Page 1
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Service Coordination, Referrals, and Collaboration	

1. POLICY:

Per DHS 36.07 (5) (o) the CCS program shall develop and implement collaborative arrangements and agreements between Milwaukee County Departments and Divisions and with community organizations and agencies to outline roles and responsibilities and ensure coordination of care when working with consumers who are involved in multiple services and systems.

2. PROCEDURE

A. Planning and Support of Consumers Discharged from a Non-CCS Program or Facility

1. Awareness of CCS shall be expanded by outreach efforts involving updated information on the Milwaukee County website, distribution of program brochures and verbal presentations to various referral sources to include, but not be limited to: Programs of the Department of Health and Human Services, Department on Aging, Milwaukee area psychiatric and general medical hospitals, contracted and private outpatient clinics, Bureau of Milwaukee Child Welfare, corrections/criminal justice system, State Institutes, and school systems within Milwaukee County.
2. The CCS program maintains a coordinating role with the consumer when they are admitted to a non-CCS Program or facility.
 - a. The CCS shares, with informed consent in accordance with policy CSB - 604, relevant assessment and service planning information, and promotes consideration of consumer strengths and natural supports.
 - b. When a consumer is admitted to a psychiatric hospital, the CCS staff contacts the consumer and treatment team within 24 hours of notification of admission.
 - c. The CCS care coordinator may assist the non-CCS program or facility in identifying new service needs.

B. Emergency Protective Placement, Protective Services or Elder Abuse Investigations

1. The CCS staff works collaboratively with the BHD Legal Services Unit, Milwaukee County Department on Aging or Disability Services Division when guardianship, emergency protective placement, protective services or elder abuse/adult-at-risk investigations are involved.

Policy and Procedure	Date Issued	Policy Number CSB – 617	Page 2
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Service Coordination, Referrals, and Collaboration	

2. The CCS provides necessary information and assistance to ensure full consideration of voluntary options, help identify least restrictive services necessary for the consumer's safety and well-being in the community and advocates that the consumer retain as many rights as they are capable of exercising.
3. The CCS assists the consumer in understanding their rights and the legal process, making their own voice heard, and, to the extent possible, making choices regarding mandated services.
4. The CCS incorporates, when applicable, the consumer's protective service needs into the individual recovery plan (IRP) and coordinates services to support the consumer.
5. Service Coordination
 - a. Agencies must follow policies CSB – 603 and CSB – 614



Reviewed and Approved by: _____

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