

Policy and Procedure	Date Issued	Policy Number CSB – 618	Page 1
Milwaukee County Behavioral Health Division	Date Revised	Subject: Advocacy	
Community Services Branch			

1. POLICY:

Per DHS 36.07 (5) (p) Consumers will utilize their own individualized support system which may include family, friends, peer specialists, significant others, and CCS staff. In addition it may include requested assistance from professional advocacy organizations including but not limited to National Alliance on Mental Illness, Vital Voices, Mental Health America, Faith Partnership Network, Dryhootch, and Disability Rights Wisconsin.

2. PROCEDURE

A. The Care Coordinator shall, in conjunction with the Recovery Team:

1. Maintain consumer advocacy as a primary focus.
2. Focus the quality improvement process on advocacy to improve the outcomes and the experiences for the CCS consumers.
3. Will help assure that the consumer is understood; will respond to the consumer's own perception of their needs and goals in a positive manner, and will encourage the consumer to grow and meet their identified goals.
4. Identify activities that will foster progress and empowerment in the consumer's life.
5. Provide the consumer with information on advocacy organizations within Milwaukee County or when requested in other areas of the state.



Reviewed and Approved by: _____

Jennifer Wittwer, Associate Director
Adult Community Services Branch