

Policy and Procedure	Date Issued	Policy Number CSB – 619	Page 1
Milwaukee County Behavioral Health Division Community Services Branch	Date Revised	Subject: Support and Mentoring for Consumer	

1. POLICY:

Per DHS 36.07 (5) (q) consumers shall be provided the opportunity to gain support from others to promote hope, healing, and empowerment on his/her recovery journey.

2. PROCEDURE

- A. The Care Coordinator and Recovery Team shall:
1. Assist the consumer to learn from others in recovery how to:
 - a. Handle challenges they may encounter
 - b. Develop coping skills to deal with everyday situations
 - c. Feel empowered
 - d. Enjoy a sense of accomplishment
 2. Empower consumers to gain support through:
 - a. Gaining knowledge
 - b. Developing self-advocacy skills
 - c. Exercising their civil rights
 - d. Acquiring skills needed to exercise control and responsibility over other services as provided by the CCS program.
 - e. Providing the individual education on the ways to access necessary resources throughout their community when formal supports are not available.
 - f. Connecting with peer support services offered in CCS.
 3. Accompany consumers to meetings, appointments, and referral sessions to personally advocate for their rights and service needs, thereby demonstrating to the consumer positive and appropriate examples of advocacy.
 4. Facilitate networking amongst consumers to provide opportunity for support and mentoring with peers.
 5. Engaging the consumer in community based activities that may be non-traditional to support wellness and recovery.

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Reviewed and Approved by: _____

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