

Policy and Procedure	Date Issued	Policy Number CSB – 621	Page 1
Milwaukee County Behavioral Health Division	Date Revised	Subject: Monitoring and Documentation	
Community Services Branch			

1. POLICY:

Per DHS 36.07 (5) (s) and 36.18 the CCS shall ensure that all services are monitored and documented in the case record according to standards set forth in DHS 36, and in accordance with policies CSB – 614 and CSB – 616.

2. PROCEDURE

- A. Monitoring at a frequency minimum of every 30 days includes:
 - 1. Goal progress, accomplishments, and celebrations
 - 2. Appropriateness of service delivery
 - 3. Appropriateness of stage matched interventions
 - 4. Team composition and effectiveness
 - 5. Consumer satisfaction
- B. The service plan updates shall follow procedures in CSB – 616.
- C. Documentation shall be written in accordance with CSB – 604 and follow the guidelines in the Medicaid Provider Handbook.
- D. The County liaison to care coordination agencies will provide oversight and monitor the processes of the care coordinators and mental health professionals.



Reviewed and Approved by: _____

Jennifer Wittwer, Associate Director
Adult Community Services Branch