

## How to Get Irretrievable Documents Removed from the Chart Audit:



**CCS Participant signatures on the Recovery Plans and Assessment Summaries will not be tracked as irretrievable while the CCS Participant remains enrolled in CCS.**

Any required CCS document is considered overdue/missing/incomplete after the due date unless the current SF emails the CCS inbox with the partially complete/intended missing document AND the Irretrievable Documents Form. Unless this step is completed, any outstanding documents will appear incomplete/missing on the weekly chart audit.

Agencies should try to obtain the completed document, but when it's not possible, follow the steps below to have the document removed from the chart audit:

- **Complete the documents with as much information as possible and send them to the [CCS Inbox](#).**
  - **Specifically, for the Assessment Summary: Fill out the meeting dates, attendees, and obtain the SF signature.**
- Fill the Irretrievable Documents Form to identify the document type, date of approval association with RP and reason. This document requires the SF and MHP signature in order to process irretrievable documents.
  - Identify why the missing participant signature is irretrievable.
- Submit the irretrievable document and form to the CCS Inbox like any other document.
- Remember to document attempts to get the overdue paperwork in your progress notes.

### FAQs:

- What if there is an internal transfer and the Service Facilitator is no longer at the agency to complete an overdue RTM roster?
  - RTM rosters will be considered irretrievable if a SF is no longer employed at the agency and the MHP did not attend the meeting. If the MHP attended the RTM, they can attest to attendance and should send in a RTM roster.
- What if there was no RTM within a 6 month RP period?
  - **DO NOT** submit a roster if no meeting was held. The SF/**MHP** must complete the Irretrievable Documents Form to explain why there was no RTM for the 6 month RP period. This will only be considered irretrievable after the 6 month plan has expired.
  - If the participant has been discharged and there was no RTM for the 6 month RP period, then the SF must complete the Irretrievable Documents Form to explain why there was no RTM prior to discharge.
- What if the CSSRS was not completed within a 6 month RP period?
  - If the CSSRS was not completed, fill out the Irretrievable Documents Form to explain why the CSSRS was not completed for the 6 month RP period. This will only be considered irretrievable after the 6 month plan has expired, Dane County has received the Irretrievable Document Form signed by the MHP explaining the situation **AND** there is a current CSSRS on file for the participant.
- What if a SF received an outside participant transfer and there are overdue documents that the new SF is unable to obtain?
  - If there is a current recovery plan in place, facilitate an assessment meeting, facilitate a recovery team meeting, and facilitate a CSSRS screening.

- Work with the CCS Participant to obtain their signatures on current (and past if applicable) recovery plans and assessment summaries.
- Work to obtain previous SF signature if SF remains a CCS provider. Jessica Gilbert is willing to assist with getting SF signatures from other agencies when needed.
- Submit an Irretrievable Documents Form for missing SF signatures if they are no longer a CCS provider, missing rosters if the recovery plan has expired, and missing CSSRS if the recovery plan has expired.

**Note for Irretrievable Documents:** The document will always be considered incomplete in the participant's file, however the **X** will drop off from the report if CCS receives all of the above information. So even though it will no longer appear on the report, there is still the risk of an audit and the record not being in compliance with DHS 36.

# Dane County Department of Human Services

## Comprehensive Community Services – Irretrievable Documents

1202 Northport Drive, Madison, WI 53704  
(608) 242-6415



**CCS Participant Name:**

**CCS Participant ID #:**

The following CCS documents are irretrievable:

CCS Document Type	Date of approval of associated recovery plan	Reason
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SF Signature

MHP Signature