

CCS Policy/Procedures  
Communication with CCS Participants  
DHS 36.07(5)(g)

Policy Statement: Service Facilitators are responsible for ensuring that CCS participants are fully informed of relevant information in a timely manner. Information will be conveyed in ways that are understandable and effective.

Discussion and Procedures:

1. Admissions information will be shared with the CCS participant/guardian in ways that accommodate differences in culture, language, and learning style. The admissions packet will explain the vision and guiding principles of CCS as well as the practical facts of the CCS's operations.
2. Information will be provided to CCS participants (and parents/guardians) about how and whom to contact if the CCS participant is feeling unsafe or in crisis. This information will be explained often and in different formats, especially to those who are likely to experience crises.
3. Information on how to reach program staff, the Service Facilitator, and members of the recovery team will be provided in writing and verbally.
4. Information about how to file a grievance will be given to the CCS participant and parent/guardian in the admission packet, discussed during admission, and will be given again whenever the client or parent/guardian has a question about the process or when it is thought that they may wish to file a complaint or grievance. Information about how to file a grievance will also be available in the *CCS Participant Handbook*.
5. The Service Facilitator will explain in detail the Informed Consent for Services form and any Informed Consents for Medications before obtaining the CCS participant's/guardian's signature. The prescriber will also discuss informed consent for medications information.
6. Phone calls or other contacts from CCS participants will be responded to as soon as possible, but within 2 working days at a maximum. If a staff is out of the office, other staff will be tasked to respond to messages.
7. Bilingual services will be provided in accordance with Dane County contractual requirements.
8. Every effort will be made to share information with CCS participants. Viewing one's clinical record will be accommodated within one working day of a request; receiving a copy of one's clinical record will happen within 5 working days. Exceptions to sharing information will be made only if there is strong evidence that the information would be

harmful to the client's well being and if the exception is covered under s.51.30(4)(d) and DHS 92.05.

Approved by CCS Coordination Committee on 5/20/2020.

5.1.14, 9.3.14

Revised 4.14.15 4.30.20