

CCS Policies/Procedures
Advocacy for and with Clients
DHS 36.07(5)(p)

Policy Statement: CCS clients will be encouraged and helped to understand their rights, benefits and services, and the respect and dignity they should be afforded. CCS staff will assist clients in redressing their grievances to the extent they cannot do so for themselves.

Discussion and Procedures:

1. It is the role of all CCS staff to advocate on behalf of clients in support of the client's stated goals and wishes.
2. The Service Facilitator will make sure that the client understands his/her rights and the grievance procedure. These items were also explained during the application and admissions processes.
3. If a client has a complaint about the way he/she was treated by another agency or service, the staff person who was given this information will share it with the Service Director who will help determine how to address the concern. If the person wishes to address the concern her/himself, staff will offer support.
4. If a complaint is reported by a client about a non-CCS entity and staff believe rights have been violated, they will offer to work with the client to obtain redress.
5. In all cases of individual advocacy for a client, staff will take care to work with the client, encouraging him/her to take as much lead as possible on actions on his/her own behalf. CCS staff will advocate with others to respect the right and ability of the client to direct his/her own recovery.
6. Peer support specialists may assist the member and his/her family to negotiate and advocate within the mental health and/or substance abuse systems with dignity, and without trauma.

5.1.14

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