

CCS Policies/Procedures
Service Coordination, Referrals and Collaboration
DHS 36.07(5)(o)

Policy Statement: The Recovery Team will ensure effective service delivery through coordination, communication, and collaboration.

Discussion and Procedures:

1. It is the responsibility of the Service Facilitator to track that each provider is fulfilling the role specified in the recovery plan. If there is reason to believe that an individual or the team as a whole is not functioning in a way that is coordinated, complementary and useful to meeting the CCS Participant's goals, the Service Facilitator will call an interim meeting of the team to make adjustments or clarify expectations.
2. The Service Facilitator will maintain regular communication with the CCS Participant and all service providers to ensure that services are delivered in a coordinated fashion and according to the current recovery plan. Service Facilitator contact with the CCS Participant shall occur no less frequently than once per month and will be documented in CCS progress notes.
3. Documentation of the recovery plan will be maintained in the Mental Health Module of the DCDHS Information system, which will facilitate coordination and collaboration among providers.
4. The Service Facilitator will advise the Agency Service Director of any problems, and will ask for the Service Director's assistance as needed.
5. When services are needed outside of the CCS team, the Service Facilitator will make referrals to those services.
6. For more specific information about service coordination and collaboration when such services extend beyond one system see policy: Systems Development, Enhancement and Interface.

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

5.1.14, 9.3.14

Revised 4.7.15, 4.14.2020