COMPREHENSIVE COMMUNITY SERVICES
POLICY AND PROCEDURES

5.20.2026

SUBJECT: MINIMUM STANDARDS

PURPOSE

Minimum standards define the basic business practices necessary for an agency/program to contract with Dane County's Comprehensive Community Services program.

POLICY

Dane County's Comprehensive Community Services program maintains an open network of qualified providers. However, in order to contract with Dane County's Comprehensive Community Services program, certain minimum fiscal and service standards must be met. Failure to meet the minimum requirements will preclude an agency from contracting with Dane County's CCS Program. For standards that allow for a grace period, failure to comply with standards by the completion of the grace period may result in action up to, and including, termination or non-renewal of the contract. Extension of a grace period can be requested in writing, along with a plan for achieving standards. Exception requests must be received in a timely fashion and will be granted on a case-by-case basis.

Fiscal Standards

1) Agencies are required to employ or contract designated fiscal accounting staff who is/are not also program staff, to perform the day-to-day accounting tasks for the agency. (A Tax Accountant/Firm does not meet the requirement for this standard.) This person will be the primary fiscal contact for your agency, and receive communications from DHDHS accountants and staff

2) Agencies are required to maintain a double entry accounting system.

Service Standards

Minimum qualifications for CCS staff members are defined in DHS 36.10(2)(g). However, Dane County's CCS Program defines additional requirements within particular staff roles and organizational structure as follows:

Minimum Requirements for all agencies

1) Each agency's CCS supervisor, defined by minimum qualifications in DHS 36.10(2)(g)1-8. must be directly employed by the agency.

   OR

   Staff on the agency's CCS staff listing must have a mean experience of at least 2 years providing psychosocial rehabilitation within any of the service array categories to individuals with mental health and/or substance use disorders.

2) At all times during the contract period, staff cannot be on more than two (2) different agency staff listings concurrently. Exceptions can be requested in writing to the CCS Administrator. Exceptions will only be granted if the integrity of the CCS program can be assured.

3) Each agency contracted to provide CCS services, with the exception of private practitioners who work alone, is required to designate and maintain in effect at all times a Client Rights Specialist that has completed the DHS Client Rights Specialist Training to receive and process Level I client complaints in compliance with Wisconsin Administrative Code ch. DHS 94.

Additional Minimum Requirements for Service Facilitation Agencies

4) An agency is eligible to provide Service Facilitation services only after it has provided CCS array services under contract with Dane County for a minimum of one (1) year and has demonstrated compliance with all applicable Dane County CCS policies, procedures, and program expectations. An agency may not provide Service Facilitation services until a contract addendum has been approved and executed. Exceptions to this policy may be granted only by the Behavioral Health Division Administrator based on community need.

5) Within one year of contracting with Dane County's CCS Program, agencies that are contracted to provide service facilitation are required to directly employ at least 3.0 FTE (Full-Time Equivalent) Service Facilitators and provide service facilitation to a minimum of 30 CCS participants across the agency.

6) Within one year of contracting with Dane County's CCS Program, agencies that are contracted to provide service facilitation are required to directly employ their Mental Health Professional role, and must maintain Mental Health Professional staff at a ratio of at least 1.0 FTE Mental Health Professionals for every 100 CCS program participants. Mental Health Professionals cannot serve as the MHP on more than 100 CCS participant teams at the same time. Short term exceptions to this requirement can be granted during times of unexpected staff absence.

7) Service Directors, or their county-approved designee, are required to attend Service Director meetings at DCDHS as well as on-site Technical Assistance meetings. Attendance rates <75% are considered out of compliance.

8) Personnel filling the role of service facilitator must have a minimum of six (6) months experience providing psychosocial rehabilitation to individuals with mental health and/or substance use diagnoses **or** have an Associate's degree or higher in an approved human services related field.

9) Personnel filling the role of service facilitator shall be available to provide in-person services to CCS participants when needed. In-person services may include meetings in the participant's home, community, or clinic/office as indicated in the Recovery Plan and to support engagement, safety, or coordination of care. Telehealth/telephone contacts may be utilized to supplement services but shall not replace necessary in-person contacts. Service facilitation agencies must maintain staffing and scheduling capacity to meet this requirement.

10) Agency must have an active MHP/SD on staff to receive Service Facilitation referrals from Dane County CCS.

11) Agencies new to Service Facilitation will be required to have at least one MHP, SD, and SF complete the CCS Module and SF/MHP/SAP/Service Director training, provided by Dane County, prior to receiving CCS Service Facilitation referrals. If training has been taken within 12 months prior to receiving SF referrals OR individual has been actively serving in a MHP/SF role within the past 12 months, exceptions may be granted.

PROCEDURES

Forms Needed

Dane County Recertification Application for CCS Service Providers
Dane County Application for CCS Service Providers
Dane County CCS Staff Listing Form

Process

Responsibility	**Action**
Agency interested in contracting with DCDHS CCS Program	1. Submits CCS staff listings (if a newly contracting agency) and CCS Application/recertification to DCDHS
CCS Provider Network Coordinator	2. Reviews applications/recertifications for completeness and determines whether minimum service standards are met
DCDHS Assigned Accountant	3. For new and re-contracting agencies, determines at contracting whether minimum fiscal standards are met
CCS Provider Network Coordinator	4. At the end of a grace period, determines compliance status with minimum service standards and notifies DCDHS CCS Administrator/Service Director of any agencies out of compliance.
DCDHS CCS Administrator/ Service Director	5. Notifies agency of an out-of-compliance status and actions being taken.

Approved by CCS Coordination Committee on May 20, 2026.

Revised: 1.21.26, 9.17.25, 5.21.25, 5.17.23, 9.21.22, 6.1.2020