CCS Policy/Procedures
Staff Functions
DHS 36.10(2)(e)

Policy Statement: CCS staff functions are defined and minimum qualifications identified.

Discussion and Procedures

DCHDS Staff Functions

1. The CCS Administrator shall have the qualifications listed under 1-14 of the Minimum Qualifications policy.

2. CCS Administrator responsibilities include:
    a. overall responsibility for administration of the CCS program
    b. compliance with Chapter DHS 36 and other applicable state and federal regulations
    c. developing, implementing, and updating policies and procedures
    d. review and monitoring of contracts for services
    e. develop and facilitate staff orientation and training

3. CCS Service Directors shall have the qualifications listed under 1-8 of the Minimum Qualifications policy.

4. CCS Service Director responsibilities include:
    a. overall responsibility for clinical oversight of the CCS program
    b. quality assurance of services provided within the CCS program
    c. regular and ongoing consultation with designated CCS agency staff

Service Facilitation Agency Staff Functions

5. CCS Service Facilitation Agency Service Directors shall have the qualifications listed under 1-8 of the Minimum Qualifications policy.

6. CCS Service Facilitation Agency Service Director responsibilities include:
    a. overall responsibility for clinical oversight of their agency's CCS program
    b. quality assurance of all CCS services for whom they provide Service Facilitation as well as quality oversight of other CCS services rendered by their agency
    c. day-to-day consultation with agency CCS staff
    d. ongoing consultation with DCDHS to ensure overall quality of service delivery

7. CCS Mental Health Professionals shall have the qualifications listed under 1-8 of the Minimum Qualifications policy.

8. CCS Mental Health Professional on recovery teams shall be responsible for:
    a. participation in the assessment process
    b. participation in the recovery planning process
    c. participation on the recovery team
    d. participation in discharge planning
    e. authorization of services
    f. immediate clinical supervision of Service Facilitators

9. CCS Substance Use Professionals shall meet the requirements of DHS 36.03(30) and the definition of a "substance abuse counselor" under s. DHS 75.03(85). Personnel able to serve as substance use professionals include individuals with the following credentials that are acting within their scope of practice: clinical substance abuse counselor; substance abuse counselor; substance abuse counselor-in-training; or an individual who holds a physician, psychologist, clinical social worker, marriage and family therapist, or professional counselor license; or an advanced practice social worker certificate or independent social worker certificate; or an individual who has the Substance Use Disorder specialty (MPSW 1.09) attached to their DSPS license.

10. CCS Substance Use Professionals shall be involved with clients who have or may have a substance use disorder. Responsibilities include:
    a. establishing substance use disorder diagnoses
    b. assessment of the client's substance use, strengths, and treatment needs
    c. participation on or consultation to the recovery team
    d. participation in discharge planning
    e. authorization of services, in conjunction with the CCS Mental Health Professional
    f. completion of ASAM Criteria assessments to determine the appropriate level of care for individuals with substance use disorders

11. CCS Service Facilitators shall have the qualifications listed under 1-21 of the Minimum Qualifications policy. In addition, CCS Service Facilitators must meet requirements outlined in the CCS Minimum Standards Policy.

12. CCS Service Facilitator responsibilities include:
    a. participation in and coordination of the recovery team
    b. facilitation of the assessment and recovery planning process
    c. ensuring that the recovery plan and the service delivery flowing from it is integrated, coordinated, and monitored
    d. helping clients make informed decisions, initiate recovery, build on strengths, and gain or regain control over their lives
    e. ensuring that each client is being empowered and supported they can achieve the highest possible level of independence and functioning
    f. educating clients about their rights and the options of using formal and informal grievance resolution processes
    g. providing direct assistance and support to clients
    h. maintaining regular communication with clients and services providers to

make sure that the recovery plan is being followed and continues to be useful in meeting life goals

i. screening CCS participants for risk of harm to self or others and referring to Emergency Services Unit at Journey Mental Health Center for appropriate assessment and safety planning as needed.
j. coordinating with crisis intervention services, facilitating additional supports and diversion resources to avert emergency actions

Approved by CCS Coordination Committee on May 20, 2026.

3.5.2015, 4.30.2020, 5.20.2020, 9.17.2025