

CCS Policy/Procedures
Timely Exchange of Information
DHS 36.07(5) (c)

Policy Statement: The success of CCS for both clients and the program itself depends on coordinated and timely information exchange. Delivery of information and responses will vary depending on the situation and the type of information but it will happen as quickly as possible.

Discussion and Procedures:

1. All CCS staff will be expected to share information on a timely basis and in accordance with required CCS deadlines.
2. The County's Comprehensive Community Services Module will facilitate the timely exchange of information between the CCS and contracted agencies.
3. Information that relates to the delivery of services will be documented in the clinical record as soon after the contact as possible, but within 2 business days.
4. CCS providers will submit information necessary for completion of assessment or recovery plan reviews and updates as requested by the Service Facilitator.
5. The Service Facilitator will contact other providers on the schedule specified in the recovery plan. This will include family members, employers, or natural supports for whom the client has authorized a release of information.
6. CCS staff will report any information about dangerousness to self or others to the proper source immediately (e.g., the crisis service, police department or 911). This situation will be reported immediately thereafter to the CCS participant's Service Facilitator and Agency Service Director.
7. The death of a CCS participant will be reported to the DCDHS CCS Administrator and DCDHS CCS Service Director within 24 hours after the death of a CCS participant, or learning of the death. The CCS Administrator will ensure proper notification as required under state statute.

Approved by CCS Coordination Committee on 4.15.2020

5.1.14

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