

CCS Policy/Procedures
Client Rights and Grievance Procedure
DHS 36.19

Policy Statement: The CCS program, and all providers who deliver services through it, will have an established process for explaining client rights to new and continuing participants, and for informing or reminding them of the processes that are available should they express concerns or complaints.

Discussion and Procedures:

1. At the beginning of the admission process, new CCS clients (and their parent/guardian if applicable) will meet with the CCS Intake Worker to discuss treatment rights and how to file grievances.
 2. The CCS Intake Worker will review the information contained in the *Your Rights and the Grievance Procedure* brochure. This brochure describes the rights protected under DHS 94 and Wisconsin Statute sec. 51.61, and the informal and formal grievance processes for resolving complaints.
 3. The CCS Intake Worker will give this information orally and in writing. In addition, each CCS service provider will have copies of the *Your Rights and Grievance Procedure* brochure in Spanish and Hmong, in addition to English. Copies of the State translated brochures are also available on the Department website.
 4. In addition to the treatment rights listed in s. 51.61, Stats. and DHS 94, clients (and parents/guardians) will also be advised of the additional rights afforded to them through DHS 36. Those rights include
 - (a) Choice in selecting recovery team members, services and service providers,
 - (b) Specific, complete and accurate information about services proposed to them,
 - (c) The fair hearing process for persons receiving Medical Assistance and, for other clients, how to request a review of a CCS determination from the Dept.of Health Services.
- *A written request for a fair hearing under DHS 104.01 (5) or a review of CCS determination will be addressed to the Bureau of Mental Health and Substance Abuse Services, 1 W. Wilson St., Rm 433, P.O. Box 7851, Madison, WI 53707-7851.
5. No client will be denied any of their rights nor required to waive any rights for any reason.
 6. CCS providers will have treatment rights/grievance process brochures readily available and prominently displayed.

7. If a client, or parent/guardian if applicable, wishes to file a grievance; CCS staff will offer assistance in accessing the grievance/complaint policy and procedures, obtaining a copy of a blank complaint/grievance form for the consumer, and helping to complete the paperwork to file/report a complaint or grievance if needed.

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