

CCS Policy/Procedures  
Outreach and Initial Screening  
DHS 36.07(5)(j)/(5)(k)

Policy Statement: The CCS assertively reaches out to individuals who have mental health or substance use disorders and are in need of comprehensive community services, and provides information about the guidelines for eligibility.

Discussion and Procedures:

1. Referrals for CCS services may come from anywhere including from the Dane County Human Services service delivery system and from the community at large.
2. All CCS staff, including the Administrator and Service Director, will provide outreach and information when the opportunity presents itself. This includes system meetings, information and referral sources, and community gathering places such as libraries and neighborhood centers.
3. Referrals to CCS will be fielded by CCS Intake staff at Dane County Human Services. CCS Intake will perform the initial screening and eligibility determination.
4. CCS Intake staff will meet with an interested person and his/her family, guardian, or others of the person's choice - either at the CCS offices or at another location, whichever is comfortable for the person.
5. For those who are determined to be eligible and wish to enroll, CCS Intake staff will assist with the selection of a Service Facilitation agency and ensure a warm transfer.
6. CCS Intake staff will meet with persons who are deemed ineligible for CCS services to explain the reasons for ineligibility and to assist with referrals to other appropriate services.
7. Further information about determination of need/eligibility can be found in the "Criteria for Determining Need for Psychosocial Rehabilitation Services" and "Application" policies.

5.1.14, 4.6.15

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