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DCTS Action Memo 2019-15

To: County Departments of Community Programs
County Departments of Health and Human Services
County Departments of Human Services

From: Rose Kleman, Administrator

Community Recovery Services Documentation Oversight Requirements and Monitoring Process

Document summary

This memo outlines new documentation oversight requirements, effective January 1, 2020, and the monitoring process for Community Recovery Services programs.

Background

Community Recovery Services programs have electronically sent all consumer documentation to the Division of Care and Treatment Services (DCTS) since 2010. This documentation includes all paperwork required for initial enrollment, annual recertifications, discharges, updates, and incident reports. Currently, DCTS approves each consumer's paperwork, enrolls or discharges the consumer in the Program Participation System, and sends a confirmation letter to the county.

Community Recovery Services transitioned from the Medicaid 1915(i) State Plan Amendment to the 1905(a) State Plan Amendment in 2018, allowing DCTS an opportunity to create more flexible documentation oversight requirements.

Documentation oversight requirements

Effective January 1, 2020, DCTS will request a random sample of Community Recovery Services consumer documentation from counties on an annual or biannual basis, depending on program size as listed in the table below.

Program Size	Random Sample Requirement
1-9 consumers	30% of consumer materials and Community Recovery Services consumer list annually (example: 1x/year)
10+ consumers	15% of consumer materials and Community Recovery Services consumer list biannually (example: 2x/year)

Counties will have 15 business days to electronically send the most recently completed materials to DHSDCTSCRS@dhs.wisconsin.gov. Only the most recent documentation should be sent for a single consumer, which would be one of the following:

- Initial enrollment and annual recertification
 - Mental Health/Alcohol and Other Drug Abuse Functional Screen
 - Assessment
 - Service plan
- Six-month update
 - Assessment
 - Service plan
- Discharge summary

DHS will review the materials within 90 days to ensure documentation requirements are met and the materials meet clinical quality standards.

If documentation requirements are not met, DCTS will communicate a plan of action to the Community Recovery Services program. DCTS will provide feedback and technical assistance regarding clinical quality as needed.

Community Recovery Services programs should continue to send all completed [Incident Report – Community Recovery Services, F-00390](#), to DCTS.

Consumer list

A list of consumers in the Community Recovery Services program should be sent to DCTS at the same time the requested random sample of consumer documentation is sent, either annually or biannually. This list should provide information on all consumers enrolled at that time. There is no required format for this list. DCTS has created an [optional template](#) for this list.

Program Participation System

Effective January 1, 2020, Community Recovery Services programs must enroll and discharge consumers in the Program Participation System. Programs should also continue entering consumer status data fields every six months in the Program Participation System for all Community Recovery Services consumers. For additional information on entering consumer information in the Program Participation System, visit the [Program Participation System: MH/AODA webpage](#).

Monitoring process

Community Recovery Services is not governed by a DHS administrative rule. There is no certification process for programs. As a result, DCTS staff make in-person visits to ensure programs are complying with program policies and procedures.

Each Community Recovery Services program, both county agencies and contracted Community Recovery Services providers, will be visited at minimum once every two years. Prior to these program monitoring visits, DCTS staff will request documentation be sent electronically for one consumer per provider. If the provider has more than one location, documentation for one consumer per location should be sent. DCTS conducts in-person interviews with consumers and providers to gather information on progress toward recovery goals and barriers to providing services. Programs may request training and technical assistance from DCTS staff during the program monitoring process.

The following documentation should be shared with DHS for the monitoring process:

- Provider progress notes and the corresponding Medicaid invoices for the dates specified by DCTS.
- Community Recovery Services staff orientation and training documentation.
- Community Recovery Services Provider Agreements ([F-00312](#), [F-00312A](#)).
- Provider's current license or certification that meets provider requirements in [ForwardHealth Update 2010-94](#).
- [Community Recovery Services Staff Background Check Confirmation, F-02565](#).

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