

Client Rights for Community Forensic Services

All participants in community forensic services programs have client rights. The programs include the:

- Conditional Release Program.
- Opening Avenues to Reentry Success Program.
- Outpatient Competency Examination Program.
- Outpatient Competency Restoration Program.
- Supervised Release Program.

You can't be denied, suspended, or discharged from a program for exercising your client rights.

Rules you sign as a part of court, court decisions, and laws may change your client rights. For example, you may have signed rules approved by the court that limit your right to spend your own money or the court may have assigned a guardian who makes some decisions for you.

Treatment rights

You have the right to:

- Be notified of your client rights at the start of services.
- Be treated with dignity and respect.
- Fair and reasonable decisions about your treatment.
- Not be made to work except for personal housekeeping.
- Vote, unless that right has been taken away by a court.
- Use your own money within limitations.
- Not be filmed, taped, or photographed unless you agree to it. (People committed under Wis. Stat. ch. 980 or in the custody or supervision of the Department of Corrections do not have this right.)
- Be provided prompt and adequate treatment.
- Be allowed to join in the planning of your treatment and care.
- Be informed of your treatment and care.
- Not be given unnecessary or too much medication.
- Refuse treatment and medications. (Except that court orders, rules and treatment recommendations must be followed or you may be revoked.)
- Not be forced to have electroconvulsive therapy or other drastic treatment.
- Not take part in experimental research.
- Be informed in writing of any costs of your cost of care for which you or your relatives may have to pay.
- Make your own decisions unless limited by court order or statute.

- Wis. Stat. § 51.61 and Wis. Admin. Code ch. DHS 94

Records rights

You have the right to:

- Have your treatment records be confidential. (Information regarding your treatment will only be released if you sign written consent or a state or federal law allows for the information to be released when requested.)
- See your records, with some exceptions.
- Challenge the accuracy of your treatment record if you believe something in your record is wrong. If the challenge is denied you may add a statement into your record.

- Wis. Stat. § 51.30 and Wis. Admin. Code ch. DHS 92



WISCONSIN DEPARTMENT
of **HEALTH SERVICES**

Grievance

If you feel your client rights have been violated, you may file a complaint. This complaint is known as a grievance. You can file as many grievances as you want. They are reviewed one at a time.

File a grievance

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| Resolve informally | Contact the Department of Health Services staff involved with you or their supervisor. If you do not know who to contact, ask your case manager. |
| Formal process | <p>File a written grievance by mail: Wisconsin Department of Health Services Bureau of Community Forensics Services PO Box 7851 Madison, WI 53707-7851</p> <p>You may also file a verbal grievance by contacting the Department of Health Services staff involved with you.</p> |

Wait up to 30 days for staff to investigate your concern. If your concern can't be resolved, staff will provide you a written decision that explains why.

Reviews of decisions

If you do not agree with the decision on your complaint, you can file an appeal with the program supervisor. You'll get a written decision on your appeal within 10 days.

If you do not agree with the decision of the program supervisor, you have 14 days to appeal the ruling to the state grievance examiner. The state grievance examiner will provide you a written decision within 30 days.

Wisconsin Department of Health Services
Client Rights Office
State Grievance Examiner
PO Box 7851
Madison, WI 53707-7851

If you do not agree with the decision of the state grievance examiner, you have 14 days to appeal the ruling to the administrator of the Division of Care and Treatment Services.

Wisconsin Department of Health Services
Division of Care and Treatment Services
Administrator's Office
PO Box 7851
Madison, WI 53707-7851

You may take your concern to court instead of filing a grievance at the end of the grievance process or any time during it.

- If you want to file a grievance about your case management agency, group home, or therapist, talk to the client rights specialist at that agency to help resolve your concern or file a grievance.
- If you live in a group home and have a complaint about your living situation, call 800-642-6552.
- If you have a complaint about your Department of Corrections agent, put the complaint in writing and give it to your agent. If you have questions about the Department of Corrections complaint process, talk to your agent.

If you have general questions about client rights, contact the Wisconsin Department of Health Services Client Rights Office at 608-266-9369.