



COMPREHENSIVE COMMUNITY SERVICES POLICY AND PROCEDURES

SUBJECT: CONDUCT

PURPOSE

Conduct defines expected behavior while CCS service providers are working in the Dane County Comprehensive Community Services program.

POLICY

For Dane County to maintain an effective and sustainable CCS program, it is essential that CCS service providers engage in conduct that is ethical, legal, and does not endanger CCS participants. Failure to refrain from engaging in prohibited practices and conduct will lead to review and corrective action, including potential removal from the CCS Provider Network Staff Listing.

Prohibited Conduct

- 1) Service providers shall not provide any CCS services that they are not professionally qualified to provide and for which they lack necessary licensure.
- 2) Service providers shall not violate any law in any jurisdiction that relates directly to the practice of psychosocial rehabilitation.
- 3) Service providers shall not misrepresent their education, professional credentials, or professional experience.
- 4) Service providers and CCS provider agencies shall not engage in false or fraudulent billing practices.
- 5) Service providers shall not make false or misleading statements in the practice of their CCS work.
- 6) Service providers shall not discriminate on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest/conviction record, military participation, or political beliefs with regard to service provided or denied.
- 7) Service providers shall not provide or attempt to provide CCS services while impaired due to the use of alcohol or other drugs, or as a result of an illness which impairs the personnel's ability to safely carry out their CCS functions.
- 8) Service providers shall not violate the Confidentiality Policy of the CCS Program.
- 9) Service providers shall not engage in any mistreatment of CCS participants including physical, verbal, sexual, or emotional abuse. Service providers shall not engage in sexual contact or sexual/seductive conduct with a CCS participant or member of the CCS participant's immediate family.
- 10) Service providers shall not engage in dual relationships or relationships that create a conflict of interest. This includes the prohibition against service providers providing CCS services to close friends or relatives, employees, employers, supervisors, supervisees, or any other person with whom the service provider shares a close ongoing relationship.

- 11) Service providers (a) shall not have either firearms or ammunition on their person while performing CCS work; and (b) shall not have firearms or ammunition on the premises where CCS participants are being provided services. EXCEPTION: This policy does not prohibit service providers who have a valid license or permit from carrying or storing a concealed weapon or ammunition in the service provider's own motor vehicle even when the motor vehicle is used in the course of providing CCS services; however, if the service provider does carry or store a concealed weapon or ammunition in their own motor vehicle, then the service provider has the responsibility of ensuring that the vehicle always remains locked while the service provider is not occupying the vehicle.
- 12) Service providers shall not operate a motor vehicle on CCS business without legally required licensure and insurance.
- 13) Service providers shall not engage in financial transactions with CCS participants including lending money, borrowing money, or taking possession of the CCS participant's funds.
- 14) Service providers and CCS provider agencies shall not exchange anything of value with or offer gifts that have a retail value of more than \$15 individually or a total of \$75 per year per participant to a CCS participant. Gift of cash or cash equivalents are always prohibited.
- 15) Understanding that staff may change agencies, Dane County CCS will notify agency CCS Primary Contacts and/or supervisors when one of their CCS personnel is added to another agency's CCS staff listing. This notification allows agencies and personnel to have proactive conversations about client rights, boundaries, agency policies, and conflicts of interest during times of staff transition.
- 16) Service providers and CCS provider agencies shall seek to maximize CCS participant voice and choice in the selection of their CCS services. CCS participants shall be informed of their options regarding choice of service providers and allowed to make independent decisions regarding selection of service providers. Coercive techniques shall not be used to attempt to influence a CCS participant's choice of services.
- 17) CCS Module access is granted to individual users. To maintain security and accountability passwords, grids, and usernames are the means by which access is granted to each individual user. Service providers shall not share their username or password with anyone. Service providers also shall not use someone else's username or password to gain access to the CCS Module.

Conduct Required to Ensure Ongoing Program Integrity and Continuity

- 1) If a CCS service provider is convicted of a crime subsequent to completion of the background check, the CCS agency must inform the CCS Provider Network Coordinator and CCS Administrator of those charges within one business day.
- 2) CCS service providers shall notify the CCS Provider Network Coordinator and the CCS Administrator within 1 business day if their professional license has been denied, revoked, suspended, or otherwise limited.
- 3) CCS service providers shall notify the CCS Provider Network Coordinator and the CCS Administrator if they become aware of any alleged act, omission or course of conduct described in OHS 13 as client abuse or neglect or misappropriation of client property committed by any CCS service provider.
- 4) CCS service providers and provider agencies shall make reasonable efforts to notify CCS participants when their CCS services may be interrupted or terminated for any reason.
- 5) CCS service providers shall promptly report, to the proper authorities, any instances of child, elder, or adult-at-risk abuse and/or neglect that they encounter through the course of their CCS duties.
- 6) CCS service providers shall, during any times of absence, ensure adequate coverage for their CCS responsibilities.

Misconduct Reporting

1) CCS Administrator will report to the Wisconsin Department of Health Services and/or the Department of Safety and Professional Services, in the manner specified by DHS 13.05, any instances of alleged caregiver misconduct within 7 days of knowledge of the event.

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Approved by CCS Coordination Committee on 9.17.2025.

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