

PROGRAM OPERATIONS DIRECTIVE #17.0
SUBJECT: Second Contacts
ISSUED: 3-18-19

PURPOSE:

To clarify the expected time frames for a second contact.

DEFINITION:

Second contact is the contact made by a CMH staff after the initial intake.

POPULATION:

All case holders/clinicians.

REQUIREMENTS:

As of May 1st, 2019, all individuals served by St. Clair County CMH will receive an in person second contact within 10 days of the initial intake.

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