WASHTENAW COUNTY

COMMUNITY SUPPORT
& TREATMENT SERVICES

CONSUMER INFORMATION: PRIVACY ON THE INTERNET

COMMUNITY… EVERYONE IS A MEMBER

Washtenaw County staff can not use email to communicate with you.

The reason is, it is not a safe way to communicate together.

We ask that you please not send email messages to your case manager/ therapist.

QUESTIONS &ANSWERS

Why can't my case manager/therapist and I email each other?
Because email is not private enough and the law says we have to protect your private information.

If I can't use email, what are my other options?
Talk with your case manager/therapist in person by telephone or in writing.

Why have I not received a response to my email?
Your case manager/therapist can not respond to e-ail. If you need to speak to your case manager/therapist you should call them.

If you have questions or concerns regarding email communication, please contact your provider. Or call 734-544-3000 and ask for the Privacy Officer.

OUR MISSION

Support the people we serve in leading lives rich in community membership and personal fulfillment.

We accomplish our purpose through:

- *Excellence in service to individuals and families*
- *Advocacy and education*
- *Partnerships with Alliances and others who share our vision.*

Our talented staff light a path to an inclusive future.

CSTS VALUES

We work to inspire and encourage:

- Hope
- Freedom
- Integrity
- Excellence

For the consumers, their families, and the whole of Washtenaw County.

REMEMBER!!

The internet is not a safe place to conduct personal business.

Did you know that e-mail containing information regarding a consumer's diagnosis and/or treatment contains a part of the consumer's record?

Did you know all County e-mail is subject to the Freedom of Information Act if requested by anyone?

Did you know that your e-mail information may be used in court as permitted by law?

Customer Service: 1-877-779-9707

WASHTENAW COUNTY COMMUNITY SUPPORT & TREATMENT SERVICES

WCCSTS Administration

555 Towner St.

Ypsilanti MI 48197

Phone: 734-544-3000

Fax: 734-544-6732

www.eWashtenaw.org/CSTS

Washtenaw County Community Support & Treatment Services

Community…everyone is a member.

WASHTENAW COUNTY MICHIGAN 1826

Exceptions to this policy include individuals with speech problems, cerebral palsy and certain medical conditions.

TO GET SERVICES:

734-544-3050 or 1-800-440-7548

Monday– Friday, 8:30 am—5:00 pm