Dodge County

Comprehensive Community Services Consumer Handbook



Adapted from the CCS Consumer Handbook developed for the CWHP CCS Program

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***** Parents and/or guardians are expected to be active participants, along with the youth, in the child's treatment for any youth CCS participants.**

Introduction

This handbook is for you if…

- You have a mental illness and/or a substance use problem and you are eligible for Comprehensive Community Services (CCS) in Dodge County;
- You are a friend or family member of a CCS client;
- You work with individuals with mental illness and/or substance use issues.

This handbook explains how Comprehensive Community Services works in Dodge County. It will walk you through the process of taking control of your treatment and recovery.

Your Rights

CCS clients have a number of rights under Wisconsin Statute sec. 51.61(1) and DHS 94 Wis. Administrative Code. These will be explained to you, and if appropriate to your family member or guardian, at Intake. You will also be given a written brochure with these rights.

CCS Specific Rights

- In addition to those treatment rights, you have the right to:
- Choose the members of your Recovery Team, your services, and service providers;
- Receive specific, complete, and accurate information about proposed services;
- Consent to treatment and to withdraw from the CCS Program at any time;
- Formal and informal grievance procedures in s. 51.61, WI Stats., and ch. DHS 94, and for Medical Assistance Clients, the rights to a fair hearing.

Comprehensive Community Services (CCS)

Comprehensive Community Services or CCS is a voluntary, community-based program funded by the State of Wisconsin and operated by Dodge County Human Services & Health Department.

The CCS program offers a wide array of psychosocial rehabilitation services. These are services and supportive activities that assist CCS clients with mental health and/or substance use conditions to facilitate recovery and to achieve their highest possible level of independent functioning and stability.

Some of the key features of the CCS program include:

a. **Assessment**: A Dodge County CCS Service Facilitator will meet with you to determine if you are eligible for CCS services, and to begin the assessment process.

b. **Recovery Team**: You will identify a Recovery Team that will provide ongoing assistance to identify your strengths, needs, goals, desired outcomes, priorities, preferences, values, and steps to achieving goals.

c. **Recovery Plan**: You will participate in the development of a Recovery Plan to achieve your recovery goals, hopes, and dreams.

d. **Choice**: You will have a choice in services and service providers.

e. **Change**: Your Recovery Plan is a document that can and will change over time as your needs and goals change and as you move towards recovery.

Getting Started

1. **Meet with a CCS Representative in your county**: The CCS Representative will meet with you, and if appropriate, your family, guardian, or other person(s) you select to explain the CCS program and the application process.
2. **Determine Eligibility**: The CCS Representative will use written information, a personal interview, and the results of a State Functional Screen to decide if you are eligible for the CCS program. The functional screen looks at risk factors and things you may need help with such as managing your symptoms, medications, or health; assistance to obtain benefits; assistance with work or school; and other factors. You may be asked to sign releases of information so that other persons may be contacted to obtain information.

   Basic Eligibility:
   - County resident.
   - Eligible for Medical Assistance.
   - Mental health or substance use diagnosis.
   - Functional limitation in one or more major life activities caused by mental health or substance use issues as measured by the State screen.
   - Need for psychosocial rehabilitation services.
3. **Complete an Application and Admission Agreement**: Eligible persons interested in applying for CCS will complete a brief application and sign an Admission Agreement that will give basic information on the program.
4. **Review Client Rights and Grievance Procedures:** You will receive a Client Rights brochure and your rights and the grievance procedures will be explained to you.
5. **Determine Any Immediate Needs**: The Service Facilitator will determine with you whether you have any needs that must be addressed immediately and make arrangements for those needs to be met until such time as CCS services can begin. ***Please note that with youth CCS enrollments, we require parents/guardians to be active participant, along with the youth, in the treatment process***.

Your Service Facilitator

A Service Facilitator is someone who will help guide you and advocate for you in your recovery path and make arrangements for services that will help you achieve your goals. The Service Facilitator will help you put together your Recovery Team and work with you and your Team to complete an assessment that covers many different areas of your life. From the assessment, you and your Team will identify your recovery goals and explore different options for treatment, services, and self-help programs to achieve those goals. This will result in a Recovery Plan. The Service Facilitator will help you keep track of your progress toward your recovery goals and to make needed changes in your plan or services along the way. The Service Facilitator is the central person in helping to ensure that all components of someone's treatment, including school, psychiatry, hospitals, skill development, and all-around aspects of life are moving towards recovery.

Assessment Process

The assessment is your opportunity to talk about how you view your recovery and your experiences, strengths, challenges, resources, needs, priorities, and preferences in each of the areas covered in the assessment process.

The Assessment is completed by the Service Facilitator with the help of you and your Recovery Team, initially and then every 6 months or sooner as needed. Whenever possible, it will include your own words about how you view different areas of your life. The assessment will look at each of the following areas:

A. Life satisfaction
B. Basic needs
C. Social network and family involvement
D. Community living skills
E. Housing
F. Employment
G. Education
H. Finances and benefits
I. Mental health
J. Physical health
K. Substance use
L. Trauma and significant life stressors
M. Medications
N. Crisis prevention and management
O. Legal status
P. Any other relevant areas

Your Recovery Team

Your Recovery Team is the group of people who you want to help you achieve your goals. The Recovery Team will help you identify your preferences, strengths, needs, and priorities as part of an assessment. They will also partner with you in developing a Recovery Plan that will outline the services and supports that will help you realize your goals.
Your Recovery Team must include:

- You
- Your Service Facilitator
- A Mental Health and/or Substance Abuse Professional
- If you are a minor or have a guardian, your parent or legal guardian.

Your Recovery Team may also include other people who you want to be a part of your Team. You can choose to have:

- Family members
- Friends or other natural supports
- Advocates
- Additional service providers

"You can't have a better tomorrow if you are still thinking about yesterday."

Your Recovery Plan

Your Service Facilitator will explain the recovery planning process to you and the members of your Recovery Team.

The Recovery Plan is a written document that:

- Is individualized to meet your needs based on the assessment;
- Lists the services or supports that will be provided to you or on your behalf;
- Identifies when and how often you will receive those services or supports;
- Lists the service providers and natural supports who will be responsible for providing your supports and how each will be paid for;
- Indicates how you will know when you are making progress on your goals;
- Outlines how you will know when you no longer need CCS services.

The Recovery Plan will be based on the Assessment and developed by you and your Recovery Team. The Plan will state what services you need, who will provide the services, and when they will be provided. The Recovery Plan should also include supports that you receive that are not part of the CCS program. For example, time spent with family, church or club memberships, and favorite neighborhood hang-outs.

The Recovery Plan will be reviewed regularly with you and your Recovery Team and updated as your needs change or at least every 6 months.

CCS Service Array

The CCS program can provide many services you need and want. Services that fall under the Service Array and are part of your approved Recovery Plan are fully covered at no cost to you.

The CCS Service Array includes the following areas:

- **Screening and Assessment** - Screening and assessment includes the completion of the initial comprehensive assessment and ongoing assessments as needed.
- **Service Planning** - Service planning includes the development of your Recovery Plan.
- **Service Facilitation** - Includes the activities undertaken by the Service Facilitator to guide you in your recovery path and to make arrangements for services that will help you achieve your goals.
- **Diagnostic Evaluations** - These are specialized tests to determine your needs.
- **Medication Management** - Services may include: diagnosing, prescribing and monitoring medications; increasing understanding of the benefits of medication; monitoring changes in symptoms and side effects.
- **Physical Health Monitoring** - The focus is on activities related to the monitoring and managing of your physical health.
- **Peer Support** - Peer Support services are offered by persons with lived experience who can help you and your family negotiate the mental health and/or substance abuse systems. These services promote wellness, self-direction, and recovery.
- **Individual Skill Development and Enhancement** - These services include training in communication, interpersonal skills, problem-solving, decision-making, conflict resolution, and other specific needs identified in your Recovery Plan.
- **Employment-Related Skill Training** - These services address problems in finding, securing, and keeping a job.

- **Individual and/or Family Psychoeducation** - Psychoeducation services include: skills training, problem solving, providing information and education resources about mental health and/or substance abuse issues, social and emotional support, and ongoing guidance about managing and coping with mental health and/or substance abuse issues.
- **Wellness Management and Recovery/ Recovery Support Services** - Includes helping you to manage your mental health and/or substance abuse issues, to develop your own goals, and to give you the information and skills necessary to help you make informed treatment decisions.
- **Psychotherapy** - Includes the diagnosis and treatment of mental, emotional, or behavioral disorders, conditions, or addictions.
- **Substance Abuse Treatment** - This includes day treatment and outpatient substance abuse counseling services.

There are some services that the CCS Program can not cover. Your CCS Service Facilitator will address those services if needed.

*****If you are receiving outpatient psychotherapy, these services must be provided through the CCS program*****
If your current provider does not contract with CCS, you will have the choice to change service providers to a CCS contracted provider or not enroll in CCS services.

Discharge

You and your Recovery Team will decide when you will no longer need to be enrolled in the CCS Program. You will work together to decide when discharge will feel right for you.
You may also be discharged when:

- Your goals as identified on your Recovery Plan are met or being met.
- You no longer want CCS services.
- Your whereabouts are unknown for at least 3 months despite diligent efforts to locate you.
- You refuse services from CCS for at least 3 months despite diligent efforts to engage you.
- You enter a long-term care facility, (such as a nursing home or other facility), for medical reasons and are unlikely to return to community living.
- CCS services are no longer needed.

Grievance Policy

- Clients who feel their rights have been violated may file a grievance.
- A client, a parent, or someone acting on the client's behalf may file a grievance.
- Clients cannot be threatened or penalized in any way for filing a grievance.
- The service provider or facility must inform clients of their rights and how to use the grievance process.
- Clients may, at the end of the grievance process or at any time during it, choose to take the matter to court.

You will receive and be asked to sign a copy of the county's Grievance Policy.

Quality Assurance

Quality services are a vital to your success and that of the overall CCS program. There are a number of ways that Dodge County is making sure that CCS is providing quality services.

You and Your Recovery Team
You and your Recovery Team are the front-line for knowing which services and supports are working for you. You should feel free to speak out and ask questions about your services and supports. If something is not working, it is important to speak up so that changes can be made.

CCS Coordination Committee
Regional and local CCS Coordination Committees advise and assist the Lakeshore Recovery Collaborative (Dodge County, Ozaukee County, and Washington County) in developing and overseeing the quality of CCS services and protection of client rights. CCS Coordination Committees are made up of consumers or family members of consumers, County staff, service providers, and other community partners. CCS Coordination Committees meet at least quarterly. Meetings are open to anyone who wants to attend.

Quality Improvement Plan
Each year, the CCS Program develops and implements a quality improvement plan to assess client satisfaction and progress toward desired outcomes. This plan describes how CCS will evaluate the effectiveness of any changes in the CCS Program. Changes may be based on the results of the client satisfaction surveys, recommendations by CCS Coordination Committees, or other relevant information.

Client Satisfaction Surveys

Client satisfaction surveys will be sent out annually to all CCS clients. Completion of the surveys is voluntary, but is highly recommended in order to make your opinion count. The results are confidential. The tools used include:

- **Mental Health System Improvement Project (MHSIP) Adult Satisfaction Survey** – is a survey for adult clients age 18 and older and asks about their experience with mental health and/or substance use services they have received in the past six (6) months.
- **Mental Health System Improvement Project (MHSIP) Youth Satisfaction Survey** – is a survey for teens and adolescents age 13-17. The survey asks about their experiences and interactions with staff in the past six (6) months.
- **Mental Health System Improvement Project (MHSIP) Family Satisfaction Survey** – is a survey completed by the parent or guardian of children age 12 and under. It asks about satisfaction with the mental health and/or substance use services their child has received in the past six months.

Dodge County Comprehensive Community Services Contacts

Clinical Services:
920-386-4094
199 County Road DF, Juneau, WI 53039

CCS Clinical Supervisor: Kim Kunz, MA, LPC, CSAC, ICS
920-386-3831
kkunz@co.dodge.wi.us

Nurse Triage Line:
920-386-4319

"Healing doesn't mean the damage never existed. It means the damage no longer controls my life."