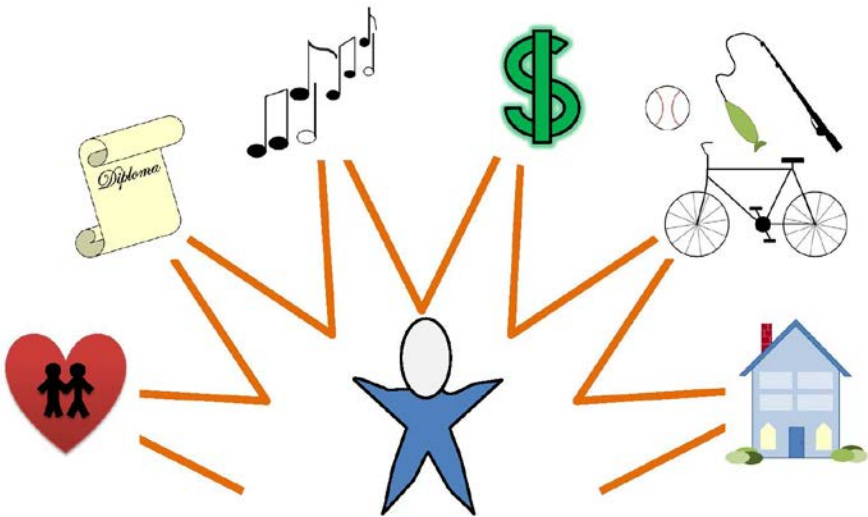


CCS Participant Handbook



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Introduction

This handbook is for you if...

- You have a diagnosed mental health or substance use condition and you are eligible for Comprehensive Community Services (CCS) through Dane County.
- You are a friend or family member of a CCS client.
- You work with persons with mental health and/or substance use conditions.

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

Basic Eligibility for CCS:

- Dane County resident.
- Medical Assistance insurance coverage.
- Mental health or substance use diagnosis.
- Difficulty in one or more major life activities caused by mental health or substance use issues. (This is measured by an annual State screen.)
- Need for psychosocial rehabilitation services.
- Current physician prescription for CCS services.



Your Life

What are your hopes and dreams?
What is important to you in your life?

Some people say it's about the basics, such as having an affordable place to live and feeling safe. For others it might be getting an education, having a job you like, or improving your physical and mental health. Or it could be about staying sober, having caring people around you, and feeling good about yourself.

Each person is different and has their own hopes and dreams. You don't need to have all the answers now. And your hopes, dreams, and goals may change over time.

CCS is a recovery-based program that will help you explore what is important to you and help you work on your goals for improving your life.

Comprehensive Community Services (CCS)

Comprehensive Community Services (CCS) is a voluntary, community-based program for individuals diagnosed with a mental health and/or substance abuse condition. CCS is funded by the State of Wisconsin and operated by the Dane County Department of Human Services.

The CCS program provides psychosocial rehabilitation services. These services assist participants with learning the skills necessary to be able to achieve their highest possible level of independent functioning, stability, and independence and to facilitate recovery.

Some of the key parts of the CCS program include:

- a. Intake: Intake staff with Dane County Department of Human Services will meet with you to see if you are eligible for CCS and help you choose an agency to work with.
- b. Recovery Team: You will pick a Recovery Team of supportive people in your life to help you identify your strengths, needs, and goals.

- c. Recovery Plan: You and your team will create a Recovery Plan to achieve your recovery goals, hopes, and dreams.
- d. Choice: You will have choices in services and service providers.
- e. Change: Your Recovery Plan will change over time.

Definition of Recovery

Recovery is defined as:

A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. ¹

The next several pages are based on this definition of recovery.

¹ Substance Abuse & Mental Health Services Administration, "SAMHSA's Working Definition of Recovery," Publication PEP12-RECDEF, (Rockville, MD, U.S. Department of Health and Human Services, 2012), p.2.

Areas that Support a Life in Recovery

- Health

Taking charge of your mental health and substance use. Making healthy choices that support the well-being of your body and mind.

- Home

A stable and safe place to live.

- Purpose

Meaningful daily activities, such as a job, school, or interests and hobbies. Having the independence, income, and resources to participate in society.

- Community

Relationships and social networks that provide support, friendship, love, and hope.

Guiding Principles of Recovery

- Hope: The belief that recovery is real. People can and do recover.
- Individual: People define their own life goals and paths to recovery.
- Occurs through Many Pathways: There are many ways to succeed in recovery. Recovery is not always a straight line. Setbacks are a natural part of a successful journey.
- Holistic: Recovery includes mind, body, spirit and community.
- Peer Support: Recovery is supported by peers, people who are on a recovery path of their own.
- Relationships and Social Networks: Others who believe in the person's ability to recover offer support, encouragement, and resources for change. This may include family members, friends, peers, providers, faith groups, and community members.

- Recovery is Culturally-Based and Influenced: Values, traditions, and beliefs are key in determining a person's journey to recovery. Services should be sensitive to culture and personalized to meet each person's needs.
- Recovery is Supported by Addressing Trauma: The experience of trauma is common. Services and supports should foster safety (physical and emotional) and trust, as well as promote choice, empowerment, and collaboration.
- Recovery Involves Individual, Family, and Community Strengths and Responsibility: Individuals, families, friends, and communities have strengths and resources that serve as a base for recovery.
- Recovery is Based on Respect: Respect for people affected by mental health and substance use problems – including protecting their rights and ending unfair treatment– is crucial in achieving recovery.



Getting Started: Intake

1. Contact the CCS Intake Unit: The first step is for you to contact the CCS Intake Unit at the Dane County Department of Human Services. The Intake Worker will explain the steps to apply for CCS and will talk with you about your options. The phone numbers are in the box above.
2. Select a Service Facilitation Agency and Obtain Physicians Prescription: The Intake Worker will provide you with information about your options for service facilitation (case management) agencies to work with and guide you through the selection process. The Intake Worker will also help you obtain a physician's prescription for CCS services, if you need help with this.
3. Meet with an Intake Worker: After you have selected a service facilitation agency that you would like to work with and obtained your physician's prescription for CCS, the Intake Worker will meet with you at a place of your choice to assist you with completing an

**Phone Number:
(608) 242-6415**

application for CCS services and the State functional screen. You may bring a parent/guardian or other person you select with you to this meeting. Your new Service Facilitator (case manager) may also attend this appointment to meet you and begin your CCS services.

Children may be found to be eligible for programs besides CCS. If so, the Intake Worker will explain the different programs and your options.

4. If you are not eligible for CCS services, you may be referred to other programs or services by the Intake Worker.

Basic Eligibility for Youth and Adults:

- Dane County resident.
- Medical Assistance/ Medicaid (including HMOs).
- Difficulty in one or more major life activities caused by mental health or substance use issues. (This is measured by a yearly State screen.)
- Need for psychosocial rehabilitation services.
- Current physician's prescription for services.



Your Service Facilitator

Once you are enrolled in the CCS Program, the next step is to meet your Service Facilitator, another name for a case manager.

Your Service Facilitator will help guide you and connect you to services that will help you achieve your goals.

The Service Facilitator will help you put together your Recovery Team. You and your team will talk about different areas of your life, past and present. Your Service Facilitator will take that information and create an assessment. From the assessment, you and your team will identify your recovery goals. You and your team will explore different options for treatment, services, and supports to achieve your goals. This will result in a Recovery Plan. The Service Facilitator will help you keep track of your progress and make needed changes in your plan or services along the way.

If you find that your Service Facilitator is not a good match for you, you can request to work with a different person instead. It's your choice.



Your Recovery Team

Your Recovery Team is the group of people you choose to help you achieve your goals. The Recovery Team will help you identify your preferences, strengths, needs, and priorities. They will also help you put together a Recovery Plan that includes services and supports that will help you reach your goals.

Your Recovery Team has to include:

- You: You are the decision-maker.
- Your Service Facilitator: This person's job is to set up all of your CCS services.
- Mental Health Professional: A mental health expert on your team.
- Substance Abuse Professional: If substance use is a concern, this expert will also be on your team.
- Parent/Guardian: If you are a minor or have a guardian, your parent or legal guardian will be a part of your Recovery Team.

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
- Spiritual advisors
- Service providers



Assessment

The assessment is your chance to talk about how you view your recovery and your experiences. This includes finding your strengths, challenges, resources, needs, priorities, and preferences. Your Service Facilitator will complete the assessment, which will cover 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

Once your Assessment is complete, you and your Recovery Team will identify your desired goals and outcomes. You will also be provided with options for treatment, services, and supports to help you reach your goals.



Your Recovery Plan

The Recovery Plan is a written document that:

- Lists your recovery goals.
- Lists the services, supports, and providers that will help you.
- Explains how you will know when you are making progress on your goals.
- Outlines how you will know when you no longer need CCS services.

You and your Recovery Team will review your Recovery Plan regularly. It is updated as your needs change, or at least every six months. You will be given a copy of your Recovery Plan.

At times, you and members of your Recovery Team may disagree about your needs or personal goals. Your Service Facilitator can help resolve conflicts to make sure that your needs are met and your team continues to work together. A strong team helps people try new things but looks out for health and safety concerns.



CCS Service Array

The CCS program offers many supports that can help you reach your recovery goals. The following services are part of the Service Array and may be included as part of your Recovery Plan.

- Service Facilitation
 - Your Service Facilitator guides you in your recovery path and sets up services that will help you achieve your goals. (See page 12)
- Screening and Assessment
 - Includes the first assessment and ongoing assessments as needed. (See page 15)
- Service Planning
 - The development of your Recovery Plan with your Service Facilitator and Recovery Team. (See page 16)
- Diagnostic Evaluations
 - These are tests to identify your needs.

- Medication Management
 - Services may include: seeing a psychiatrist, learning more about your medications, and monitoring changes in symptoms and side effects.
- Physical Health Monitoring
 - Activities to help you learn about your physical health and how to take better care of yourself.
- Peer Support
 - Peer Support services are provided by people with lived experience of mental health and/or substance use challenges. These services help you get what you need from the mental health and substance abuse systems. They also promote wellness, self-direction, and recovery.
- Individual Skill Development and Enhancement
 - This includes working on social skills, coping, problem-solving, daily living, and other specific needs identified in your Recovery Plan.

- Employment-Related Skill Training
 - These services help with finding and keeping a job.
- Individual and/or Family Psychoeducation
 - Services to help you and your family understand and deal with mental health and substance abuse issues.
- Wellness Management and Recovery/
Recovery Support Services
 - Services to help you take charge of your illness and develop skills needed to make treatment decisions you feel good about.
- Psychotherapy
 - You can see a counselor or therapist if you need to.
- Substance Abuse Treatment
 - Substance abuse counseling services are available if you need them.

NOTES:

If you are receiving outpatient psychotherapy or adult mental health day treatment, these services must be provided through the CCS program. This means that you will have to change service providers if your current provider is not a CCS contracted service provider with Dane County. Your Medical Assistance insurance will only cover therapists within the CCS Provider Network once you are enrolled in CCS. The complete CCS Provider Directory can be found at:
<https://danecountyhumanservices.org/ccs/clnt/default.aspx>

Children will be assessed for eligibility for both the CCS Program and the CLTS (Children's Long Term Support) Waiver Program. Children may be dually enrolled in both CCS and CLTS (Children's Long Term Support). However, there are special rules about which services need to be paid through which funding source. These will be discussed in detail with you by the Intake Worker.



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:

1. You no longer want CCS services.
2. You are not eligible for CCS services.
3. Your team is unable to contact you for at least three months despite many attempts.
4. You decline services from CCS for at least three months even with efforts to reach out to you.
5. 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.



Services CCS Does Not Cover

There are some services that the CCS Program cannot cover. Some of these services may be covered under Medicaid and BadgerCare Plus outside the CCS Program. The CCS Program does **not** include:

- Community Support Programs (CSP) – You may not be enrolled in both CCS and CSP at the same time.
- Targeted case management – You may not be enrolled in both CCS and targeted case management at the same time.
- Crisis intervention services – the Service Facilitator may coordinate needed services, but not actually provide crisis services.
- Children Come First (CCF)—You may not be enrolled in CCS and CCF at the same time.
- Respite care.
- Autism services.
- Developmental disability services.
- Diagnostic evaluations for autism, developmental disabilities, or learning disabilities.
- Learning disorder services.
- Services that are primarily recreation-oriented and not focused on skill building.
- Housing.

- Transportation.
- Legal advocacy performed by an attorney or paralegal.
- Medically managed inpatient treatment services.
- Detoxification services
- Narcotic treatment services (opioid treatment programs).
- OWI assessments, urine analysis, and drug screening.
- Prescription drug dispensing.
- Services from a provider who is not a contracted CCS service provider with Dane County.
- Services for persons residing in Residential Care Centers.
- Ongoing services for residents of a nursing home or institution, or a hospital patient. However, services to prepare for transition to the community are covered.
- Sheltered workshops.
- Job development – the CCS program does not cover activities related to finding you a specific job.
- Time spent working in a clubhouse. However, CCS services provided in a clubhouse setting ARE covered.



Your Rights

CCS participants have a number of rights under Wisconsin law.* You must be treated with respect and your information kept private. Your rights will be explained to you at your meeting with the CCS Intake Worker. You will also be given written information about these rights.

CCS Specific Rights

In addition to the above, you have the right to:

- Choose the members of your Recovery Team, your services, and service providers;
- Receive specific, complete, and accurate information about services;
- Consent to treatment and to remove yourself from the CCS Program at any time;

*Wisconsin Statute sec. 51.61(1) and DHS 94 Wis. Administrative Code.



Your Right to File a Complaint

- If you feel your rights have been violated, you or someone on your behalf may file a complaint also called a grievance.
- You cannot be threatened or punished in any way for filing a complaint.
- The service provider must inform you of your rights and how to use the grievance process.
- You may, at the end of the process or at any time during it, choose to take the matter to court.
- You can always contact the CCS Program Client Rights Specialist with any questions.
- The grievance process is described in more detail on page 28.

Client Rights Specialist

Debra Vieaux

1202 Northport Drive

Madison, WI 53704

Vieaux@countyofdane.com

(608) 242-6461



Quality Assurance

There are a number of ways that Dane County is making sure that CCS is providing good services.

You and Your Recovery Team

You and your Recovery Team know the most about which services are working for you. If something is not working for you, it is important to tell someone so changes can be made. You can tell someone on your team, an advocate, or the CCS Administrator (242-6413).

Client Satisfaction Surveys

Once a year you will get one or more surveys in the mail that ask about how happy you are with the CCS Program. It is up to you whether to complete the surveys, but it is a good way to make sure your voice is heard. Your responses will remain private. The CCS Program will use the results from all surveys to make the program better.

CCS Coordination Committee

The CCS Coordination Committee advises and oversees the quality of CCS services. At least one-third of the members are people with lived experience. CCS participants are welcome to be on the committee. If you would like to be on the CCS Coordination Committee, please contact the CCS Administrator at 242-6413.

Quality Improvement Plan

The CCS Program works with the CCS Coordination Committee to find ways to make the program better. A Quality Improvement Plan covers how the CCS Program will determine how well it is meeting the needs of all CCS participants. Information from client satisfaction surveys, advice from the CCS Coordination Committee, and other relevant information will guide changes that can be made to improve CCS for everyone.



The Grievance (Complaint) Process

Step 1 - (Optional) Informal Discussion

Rather than file a formal grievance, you may ask to talk to the staff and/or manager of the program with which you have the complaint.

Step 2 – Program Level Review

Within 45 days of the incident, a written complaint must be filed with the agency. If you need help in preparing the complaint, you may contact the Dane County Adult Community Services Division Administrator (242-6488). A Client Rights Specialist will meet with you and assist in the formal resolution of your grievance.

After reviewing the information, the Client Rights Specialist will prepare a written report. The Adult Community Services Division Administrator will review the report and make a recommendation. Within 40 days of receiving a complaint, you will receive a letter letting you know the decision and the next steps you can take if you don't agree with that decision.

Step 3 – Administrative Review by Dane County

Within 14 days of the Step 2 decision, you may request that Dane County reconsider. The Director of the Department of Human Services, or her designee, will review the decision, gather additional information as necessary, and prepare a summary report.

Dane County will issue an administrative decision within 30 days of receiving the request for administrative review.

Step 4 – Review of County Decision by the State of Wisconsin

Within 14 days of Dane County's administrative decision, you may file a request for review by the State of Wisconsin Grievance Examiner. The Grievance Examiner will review the county's decision, gather additional information as necessary and issue a decision within 30 days of receiving the request for state review.

Step 5 – Final State Review

The Grievance Examiner's decision will describe the process and time limits for requesting final state review. A final state review decision will be made within 30 days of receiving the request for final state review.

Note: The timeframes stated above can be extended by agreement of all parties. Timeframes are shorter if someone is at significant risk of physical or emotional harm due to the conditions identified in the complaint.