

## Questions about CCS



### *Who is eligible for CCS?*

CCS is available to adults and children who are Richland County residents, eligible for Medicaid and are determined to need psychosocial rehabilitation services.

### **HOURS OF OPERATION**

**8:00 am to 5:00 pm**

Mondays through Fridays

CCS is provided during the agency office hours, but may be provided after-hours by arrangement when a need is determined.

### *How do I apply for CCS?*

Anyone may apply for Comprehensive Community Services for him/herself or on behalf of another by completing an Application For Services – available at all agency locations. Upon receipt of an application Health and Human Services will determine the applicant's eligibility and need for psychosocial rehabilitation services.

### *How do I pay for CCS?*

CCS is a Medicaid program. Participants must be eligible for Medical Assistance, Badgercare, or other Medicaid program that covers CCS. CCS services are paid by Medicaid.

## Shared Core Values

- *Consumer/Family-Centered Approach*
- *Consumer Involvement*
- *Builds on Natural and Community Supports*
- *Strength-Based*
- *Unconditional Care*
- *Collaboration Across Systems*
- *Team Approach Across Agencies*
- *Ensuring Safety*
- *Gender/Age/Culturally Responsive Treatment*
- *Self-Sufficiency*
- *Education & Work Focus*
- *Belief in Growth*
- *Outcome Oriented*

### **For Emergency Services Call:**

**608-647-8821**

*During Office Hours  
OR*

**888-552-6642**

*Evenings, Weekends & Holidays*

*Richland County  
Health and Human Services*

## Comprehensive Community Services

**Community-Based  
Mental Health And Substance Use  
Psychosocial Rehabilitation Services**



*221 West Seminary Street  
Richland Center, WI 53581  
(608) 647-8821 voice (608) 647-6611 fax*

## **COMPREHENSIVE COMMUNITY SERVICES**

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The Comprehensive Community Services (CCS) is a community-based mental health program that provides or arranges for psychosocial rehabilitation services for eligible consumers.

*Psychosocial rehabilitation services are medical and remedial services and supportive activities that assist the consumer to achieve his or her highest possible level of independent functioning, stability and independence and to facilitate recovery.*

Adults and children who have a mental health or substance use diagnosis and are determined functionally eligible can receive Comprehensive Community Services.

A primary goal of Comprehensive Community Services is to provide services through a single coordinated system of care and support consumers to participate as equal partners. A fully integrated system of care ensures all services involved are based on a shared core set of values and work together for the benefit of the consumer.

When an individual is admitted to Comprehensive Community Services, a service facilitator (case manager) and mental health professional are designated to work with him or her. A plan is developed to meet the consumer's goals for achieving his or her highest possible level of functioning and independence. If a consumer already has a case manager at Health and Human Services, that person may also serve as a team member within the Comprehensive Community Services program.

## **RECOVERY TEAM**

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A team is formed for each CCS consumer that includes the consumer, service facilitator, mental health professional, service providers, and any other individuals and that the consumer wishes to include for advocacy or support. The idea is to bring everyone together who can support the consumer to reach his or her goals.

### **ASSESSMENT AND SERVICE PLANNING**

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*An "Assessment" is the process used to identify the strengths, needs, and desired outcomes of a consumer and to evaluate progress toward desired outcomes.*

The first step in understanding the strengths and needs of a consumer is to conduct a comprehensive assessment. During the assessment process the consumer will be asked to provide information about his/her background, concerns, desires and goals. The service facilitator and mental health professional will conduct the assessment in partnership with the consumer and the Recovery Team.

*A "Service Plan" is a written plan of services to be provided or arranged for a consumer that is based on an individualized assessment of the consumer.*

Next, a Service Plan will be developed that addresses the needs and goals identified in the assessment process. The plan defines measurable outcomes to be accomplished. This is also a team effort involving the consumer, service facilitator, mental health professional and Recovery Team.

## **CONSUMER RIGHTS**

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All rights outlined in the *Your Rights and the Grievance Procedure* brochure apply to Comprehensive Community Services. In addition, Consumers of the CCS have the right to:

1. Choice in the selection of recovery team members, services, and service providers.
2. The right to specific, complete and accurate information about proposed services.
3. The fair hearing process under s. HFS 104.01(5) for Medical Assistance consumers, For all other consumers the right to request a review of a CCS determination by the Department of Health and Family Services.

A written request for a review of the determination of need for psychosocial rehabilitation services should be addressed to:

Bureau of Mental Health and Substance Abuse Services  
1 W. Wilson Street, Room 433  
PO Box 7851  
Madison, WI 53707-7851

## **CCS COORDINATION COMMITTEE**

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An advisory committee consisting of 1/3 consumer membership provides input to CCS on services, policies and consumer rights.

## **CONFIDENTIALITY**

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Comprehensive Community Services are confidential mental health services. Consumer informed consent is required in order to share information about consumer services with outside individuals or organizations.