

# CENTRAL WISCONSIN HEALTH PARTNERSHIP (CWHP) COMPREHENSIVE COMMUNITY SERVICES (CCS)

## Psychosocial Rehabilitative Services and the CCS Service Array

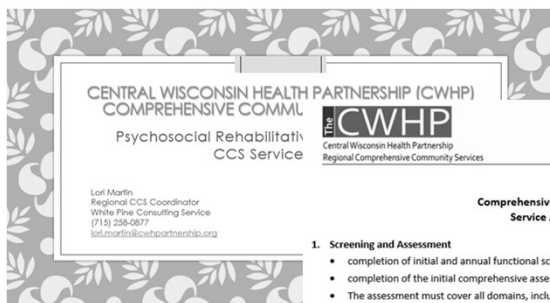
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- Psychosocial Rehabilitative Services
- Service Array
  - Service Categories
  - Allowable Services
  - Provider Types
- Providing Services to Family Members
- Individual Services

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## Before We Get Started

- Download the resources that accompany this video:
  - PowerPoint slides
  - The CCS Service Array
  - CCS Service Array Summary



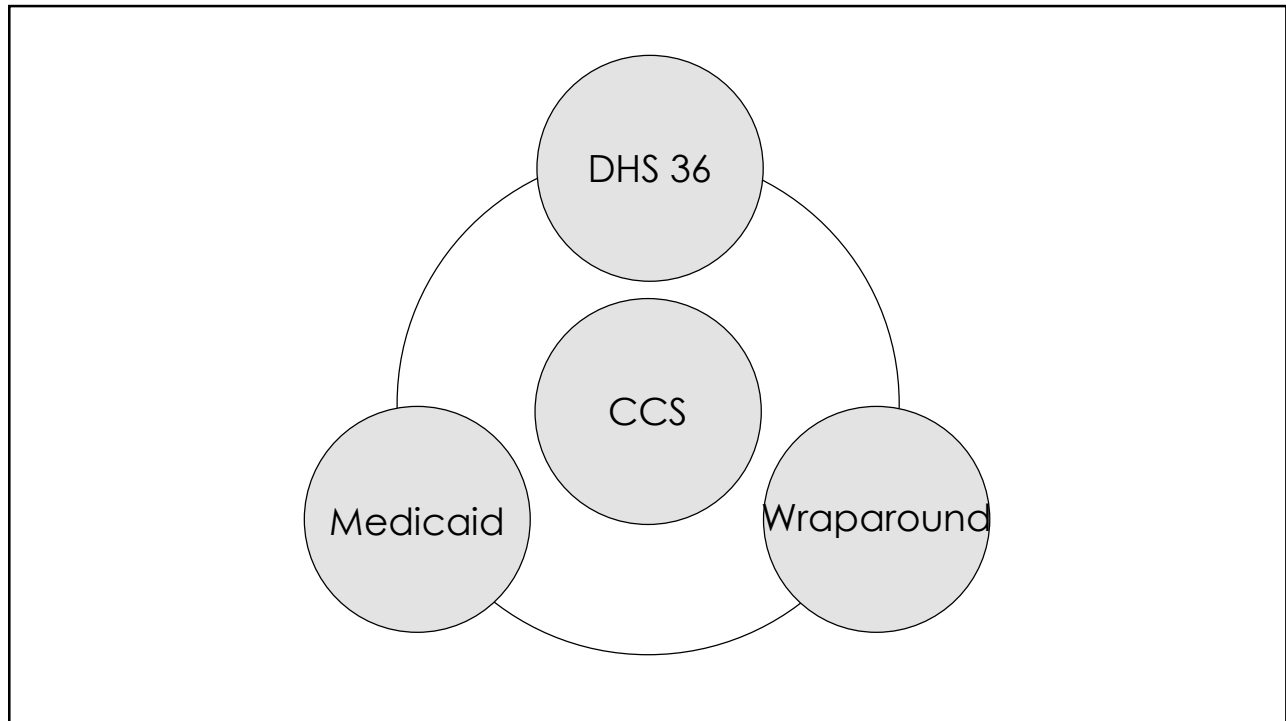
### Comprehensive Community Services Program — Service Array

The Comprehensive Community Services (CCS) program provides individuals with psychosocial rehabilitation services. All CCS programs must provide the services covered under the CCS benefit that a member needs as determined by the assessment of all the domains in DHS 36.16(4), Wis. Admin. Code. The service array describes the services that are covered under the CCS benefit. All services must be provided in partnership with the member. The assessment domains included in DHS 36.16(4), Wis. Admin. Code, are: (a) life satisfaction, (b) basic needs, (c) social network and family involvement, (d) community living skills, (e) housing issues, (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, and (p) any other domain identified by the CCS program.

Adams, Green Lake, Juneau, Marquette  
Waupaca, and Waushara Counties  
[www.cwhpartnership.org](http://www.cwhpartnership.org)

Services	Allowable Provider Types
Services include: completion of initial and completion of the initial ongoing assessments as well as all the domains, including using the Uniform Placement of Addiction Medicine Criteria. Strengths, needs, recovery goals, and lifestyle of the member progress toward the member's	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code. All providers are required to act within their scope of practice.

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## Services Offered Through CCS

### **Psychosocial Rehabilitation (PSR) Services**

- medical and remedial services and supportive activities
- authorized by a mental health professional
- to assist individuals with mental disorders or substance-use disorders to achieve the individual's highest possible level of independent functioning, stability and independence and to facilitate recovery



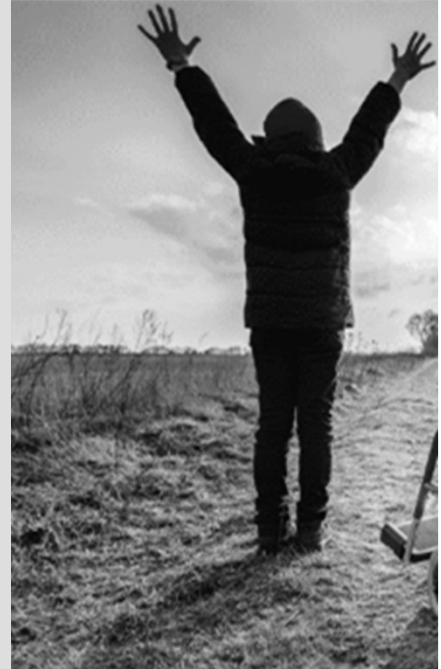
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## National Alliance on Mental Illness

### Definition of **Psycho**Social **R**ehabilitation

Psychosocial rehabilitation helps people develop the social, emotional, and intellectual skills they need in order to live happily with the smallest amount of professional assistance they can manage.

Psychosocial rehabilitation uses two strategies for intervention: learning coping skills so that they are more successful handling a stressful environment and developing resources to reduce future stressors.



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## The CCS Service Array: Service Categories

Screening and Assessment

Service Planning

Service Facilitation

Diagnostic Evaluations

Medication Management

Physical Health Monitoring

Peer Support (WI Certified Peer Specialist)

Individual Skill Development and Enhancement

Employment Related Skill Training

Individual and/or Family Psychoeducation

Wellness Management and Recovery Support Services

Psychotherapy

Substance Abuse Treatment



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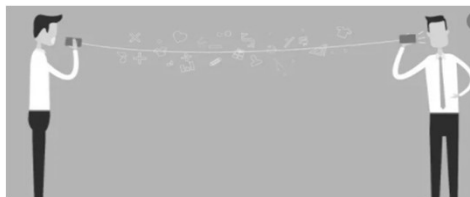
## BUSTING MYTHS

- Medicaid does not cover
  - Mentoring
  - Respite
  - Recreational activities
  - Tangible items such as meals, equipment, gas cards, repairs, or membership fees

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## Direct Services

- In person with the consumer present
- Collateral contacts by providers are not considered a service
- Contacts with consumers outside the scope of the plan are not billable services
- Collateral contacts and phone contact with the consumer are allowable under "Service Facilitation"



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## Providing Services to Family Members of the Consumer

- From a DHS 36 and Wraparound Perspective
- From a Medicaid Billing Perspective
  - Screening and Assessment
  - Service Facilitation
  - Physical Health Monitoring
  - Peer Support
  - Individual Skill Development and Enhancement
  - Individual and Family Psychoeducation

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### Comprehensive Community Services Program — Service Array

The Comprehensive Community Services (CCS) program provides individuals with psychosocial rehabilitation services. All CCS programs must provide the services covered under the CCS benefit that a member needs as determined by the assessment of all the domains in DHS 36.16(4), Wis. Admin. Code. The service array describes the services that are covered under the CCS benefit. All services must be in compliance with DHS 36, Wis. Admin. Code. All services should be person-centered and developed in partnership with the member. The assessment domains included in DHS 36.16(4), Wis. Admin. Code, are: (a) life satisfaction, (b) basic needs, (c) social network and family involvement, (d) community living skills, (e) housing issues, (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, and (p) any other domain identified by the CCS program.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
1. Screening and Assessment (DHS 36.03, 36.13-36.16, Wis. Admin. Code)	Screening and assessment services include: completion of initial and annual functional screens, and completion of the initial comprehensive assessment and ongoing assessments as needed. The assessment must cover all the domains, including substance use, which may include using the Uniform Placement Criteria or the American Society of Addiction Medicine Criteria. The assessment must address the strengths, needs, recovery goals, priorities, preferences, values, and lifestyle of the member and identify how to evaluate progress toward the member's desired outcomes.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code,* ‡  All providers are required to act within their scope of practice.

**Provider Types** (Refer to DHS 36.10(2)(g)1-22, Wis. Admin. Code for minimum qualifications for each provider type. All providers are required to act within their scope of practice)

1. Psychiatrists
2. Physicians
3. Psychiatric residents
4. Psychologists
5. Licensed independent clinical social workers
6. Professional counselors and marriage and family therapists
7. Adult psychiatric and mental health nurse practitioners, family psychiatric and mental health nurse practitioners or clinical specialists in adult psychiatric and mental health nursing
8. Advanced practice nurse prescribers
9. Certified social workers, certified advance practice social workers and certified independent social workers
10. Psychology residents
11. Physician assistants
12. Registered nurses
13. Occupational therapists
14. Master's level clinicians related to providing mental health services
15. Other professionals who have at least a bachelor's degree in a relevant area of education or human services
16. Alcohol and drug abuse counselors
17. Specialists in specific areas of therapeutic assistance
18. Certified occupational therapy assistants
19. Licensed practical nurses
20. A peer specialist
21. A rehabilitation worker
22. Clinical students

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# 1. Screening and Assessment

- Completion of initial and annual functional screens
- Completion of the initial assessment and ongoing assessments as needed
- DHS 36.16 – Assessment Process

<b>DEPARTMENT OF HEALTH SERVICES</b> Division of Care and Treatment Services F-00258 (08/2016)	<b>STATE OF WISCONSIN</b>
<b>FUNCTIONAL ELIGIBILITY SCREEN FOR MENTAL HEALTH AND MENTAL HEALTH &amp; AODA (CO-OCCURRING) SERVICES</b>	
<b>Comprehensive Community Services (CCS) Comprehensive Assessment</b>	
<b>Consumer's Name:</b> Name _____	<b>Consumer ID #:</b> ID # _____
<b>Date of Birth:</b> DOB _____	<b>Service Facilitator:</b> Name _____
<b>Date of Application for CCS:</b> Date _____	<b>Assessment Completion Date:</b> Date _____
<b>Instructions:</b> The comprehensive assessment, assessment summary, and recovery plan should be completed within 30 days of receipt of the consumer's application for CCS (unless an abbreviated process is necessary),	

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# 2. Service Planning

- Service / Recovery Plan Development
- Plan review and updates based on the needs of the consumer or at least every six months.
- Plan review and updates are facilitated by the Service Facilitator with the Recovery Team
- DHS 36.17 – Service Planning and Delivery Process

<b>Goal #1</b> (As stated on the Assessment Summary. Goal should be stated in the individual's own words, and include statement of dreams, hopes, role functions)		
Goal #1 _____		
<b>Associated Domain(s):</b> Choose a Domain, Choose a 2nd Domain (if applicable), Choose a 3rd Domain (if applicable)		
<b>OBJECTIVE #1</b> (Using action words, describe the specific changes expected in measurable and behavioral terms, utilizing "SMART" – Specific, Measurable, Achievable, Relevant, Time-bound, as evidenced by _____, by (target date)		
Objective #1 _____		
<b>INTERVENTIONS (Related to Objective #1)</b> (Describe the specific activity, service, or treatment, the provider or other responsible person (the intended purpose or impact as it relates to this objective. The intensity, frequency, and duration should also be specified.)		
Service Category	Intervention	Frequency/Intensity

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### 3. Service Facilitation

- Ensuring the assessment and service planning processes are completed
- Ensuring service delivery is coordinated, monitored, and supports the consumer in achieving the highest possible level of independent functioning
- Assisting in self-advocacy
- Assisting the consumer in obtaining other necessary services such as medical, dental, legal, financial and housing
- Coordinating crisis benefits (but not actually providing crisis response services)
- For minors, assisting the family in advocating for the minor to obtain necessary services.

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### 4. Diagnostic Evaluations

- Include but are not limited to: neuropsychological, geropsychiatric, specialized trauma, and eating disorder evaluations.
- For minors: functional behavioral evaluations and adolescent alcohol/drug assessment intervention programs are included
- Evaluations for autism, developmental disabilities, or learning disabilities are NOT covered

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## 5. Medication Management

### Prescriber Services

- Diagnosing symptoms
- Prescribing medication
- Monitoring symptoms and side effects
- Reviewing data used to make medication decision

### Non-Prescriber Services

- Support the consumer in taking his or her medications
- Educate related to the benefits of medication and the symptoms it is treating
- Monitor changes in symptoms and tolerability of side effects



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## 6. Physical Health Monitoring

*Focus on how the member's mental health and/or substance abuse issues impact his or her ability to monitor and manage physical health and health risks.*

Assisting and training the consumer and their family to:

- Identify symptoms of physical health conditions
- Monitor physical health medications and treatments
- Develop health monitoring and management skills



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## 7. Peer Support

Allowable Provider Type: Wisconsin Certified Peer Specialist

<https://www.wicps.org/>

"Any one of us could be affected by an unexpected life event or illness where peer support will be vital to our recovery and wellbeing"



- Assisting the consumer and their family with mental health and/or substance abuse issues in the recovery process
- Promoting wellness, self-direction, and recovery
- Helping consumers negotiate the mental health and/or substance abuse systems with dignity, and without trauma

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## 8. Individual Skill Development (IDS)

*IDS involves the training of specific skills which can be delivered through various methods including modeling, monitoring, mentoring, supervising, assisting, and cuing; either individually or in a group setting.*



Activities include training in:

- communication
- interpersonal skills
- problem solving
- decision-making
- self-regulation
- conflict resolution
- daily living skills

Services provided to youth should:

- Focus on improving integration with family, school, and community
- Include assisting the family in gaining skills to assist the youth with IDS with individual skill development and enhancement.

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## 9. Employment-Related Skill Training

*Services address illness or symptom-related problems in finding, securing, and keeping a job.*

Activities may include:

- Employment and education assessments
- Assistance in accessing or participating in educational and employment-related services
- Education about appropriate job-related behaviors
- Assistance with job preparation activities such as personal hygiene, clothing, and transportation
- On-site employment evaluation and feedback sessions to identify and manage work-related symptoms
- Assistance with work-related crises
- Individual therapeutic support

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## 10. Individual and/or Family Psychoeducation

*Providing education and information resources about the consumer's mental health and/or substance abuse issues. This service may be provided individually or in a group setting to the consumer or to their family and natural supports.*

Activities include:

- Skills training
- Problem solving
- Guidance related to managing and coping with mental health and substance abuse issues
- Social and emotional support



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## 11A. Wellness Management and Recovery

*Services can be delivered using motivational, educational, and cognitive-behavioral strategies.*

- Empowering consumers to manage their mental health and/or substance abuse issues
- Helping them develop their own goals
- Teaching them the knowledge and skills necessary to help them make informed treatment decisions
- Behavioral tailoring
- Relapse prevention
- Development of a recovery action plan
- Recovery and/or resilience training
- Treatment strategies
- Social support building
- Coping skills

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## 11B. Recovery Support Services



- Emotional and informational support
- Assistance to increase engagement in treatment
- Assisting the consumer in developing appropriate coping strategies
- Providing aftercare and assertive continuing care, including relapse prevention support and periodic follow-ups.

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## 12. Psychotherapy

- Individuals involved in CCS are not required to receive psychotherapy
- If psychotherapy service identified as a need, it must be provided through CCS



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## 13. Substance Abuse Treatment

- Day treatment (DHS 75.12, Wis. Admin. Code)
- Outpatient substance abuse counseling (DHS 75.13, Wis. Admin. Code)
- As of May 1, 2017 some residential substance abuse treatment programs. Please see Forward Health update 2017-12 for additional information.
- The CCS program *does not* cover
  - Operating While Intoxicated assessments,
  - Urine analysis and drug screening,
  - Detoxification services,
  - Medically managed inpatient treatment services, or
  - Narcotic treatment services (opioid treatment programs)



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## Services

## Activities

## Interventions

- **“Service”** – there are 13 allowable services on the CCS Service Array
- For each Service, there are examples of allowable **“Activities”**
- An **“Intervention”** is specific, and indicates how the service and activities will be provided to an individual consumer.
  - Match the motivational level / stage of readiness for change
  - Address what is needed *at this point* to help the consumer move forward
  - Modified to match fluctuations in the consumer's functioning

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## Bob



**Underlying Need:** To feel confident in community settings.

**Long Term Goal:** Within a year, I want to be able to leave my house without feeling anxious

**Barriers:** Anxiety related to interaction with others; lack of skills and knowledge related to certain activities such as grocery shopping.

**Objective:** Over the next two months, Bob will go to the grocery store during the day one time per week to build comfortability in social settings and skills.

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## 8. Individual Skill Development

*The training of specific skills which can be delivered through various methods including modeling, monitoring, mentoring, supervising, assisting, and cuing; either individually or in a group setting.*

Activities include training in:

- communication
- interpersonal skills
- problem solving
- decision-making
- self-regulation
- conflict resolution
- daily living skills

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ForwardHealth Update 2014-42

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## Bob's Recovery Plan

Service Array	Interventions	Frequency and Intensity
Individual Skill Development	Individual Skill Developer will meet with Bob prior to each grocery store outing to review and practice a specific interpersonal skill(s) they will be focusing on that day such as appropriate communication, or anxiety coping skills. Worker will also teach skills related to shopping such as making a list and determining a budget.	Weekly, prior to grocery store outings (up to one hour per session)
Individual Skill Development	Individual Skill Developer will accompany Bob to each grocery store outing to model and assist him in utilizing the interpersonal and coping skills he has practiced. Outings may also include training related to shopping skills including healthy food choices and shopping within a budget.	Weekly, up to 1.5 hours per outing

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ForwardHealth Update 2014-42

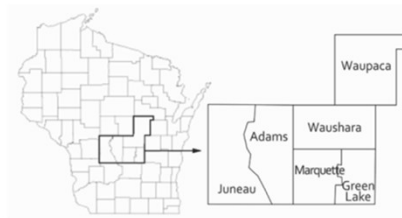
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## Welcome

The Central Wisconsin Health Partnership (CWHP) is a consortium covering a six-county region including Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara Counties. The partnership includes county human services and public health departments, a Federally Qualified Health Center and other interested healthcare advocates and providers in the region.



Partnering for a Healthier  
Central Wisconsin