

Overview of Comprehensive Community Services (CCS), and the Central Wisconsin Health Partnership (CWHP) Shared Services Region

Comprehensive Community Services (CCS)

Comprehensive Community Services (CCS) is a program for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.

CCS became available to counties and tribes in Wisconsin in 2005. In 2014, the state provided counties and tribes a financial incentive to form regions to increase access to CCS and create efficiencies in administration. Presently, there are 23 certified regions. These regions cover 62 counties and one tribe. One county provides CCS in a non-regional model.

Source: <https://www.dhs.wisconsin.gov/ccs/index.htm>

The CWHP Shared Services Region

The 6 counties that make up the CWHP operate a regional “Shared Services” CCS initiative. Each county is individually-certified to provide CCS. Under the shared services model, the six programs come together and share key components of CCS including but not limited to:

Staff and Providers

Two White Pine Consulting staff serve as CCS Regional Coordinators, under contract with the Adams County Health and Human Services Department. The Regional Coordinators (RCs) take direction from and report to the CCS Regional Coordinating Committee (RCC), and facilitate the Quality Improvement and Training subcommittees of the RCC. In addition, the RCs work alongside the counties’ regional administrators to support both the individual needs of each county’s CCS program, as well as regional interests of the partnership.

Beginning March 2015, the region procured the services of Dr. Rick Immler, a dual-certified adult and child psychiatrist, who is available on an as-needed contractual basis to each county to provide individual psychiatric case consultations related to consumers with comorbid conditions and a high utilization of services.

Training

Regional training is a standing agenda item for the RCC. The Orientation and Training subcommittee of the RCC includes both consumer and provider representation, and the CCS service directors from the six partnering counties. The subcommittee is responsible for developing and implementing the orientation and training plan for staff, providers, consumers, and the larger community. A membership list and notes from past meetings can be found at: <http://www.cwhpartnership.org/training-subcommittee.html>. There are also sections on the website dedicated to CCS orientation and ongoing training, which continue to be developed.

Quality Improvement Plan

Quality improvement is a standing agenda item for the RCC. The Quality Improvement (QI) subcommittee includes both consumer and provider representation, the CCS service directors from the six partnering counties (including Marquette and Waupaca), the mental health evaluator from the Division of Mental Health and Substance Abuse Services. A membership list and notes from past meetings can be found at: <http://www.cwhpartnership.org/qi-subcommittee.html>.

One focus of the QI subcommittee is the annual CCS Consumer Satisfaction Survey process.

Facilities

Regional partners share space for meetings and training events. For example, the bi-monthly CWHP consortium meetings take place at Marquette County's Department of Human Services. Similarly, bi-monthly CCS Regional Coordinating Committee meetings, as well as training and quality improvement subcommittee meetings take rotate among partner agencies.

Regional Website

A CWHP CCS resource website has been developed by one of the CCS Regional Coordinators and can be viewed at: www.cwhpartnership.org.

Regional CCS Coordinating Committee

The Regional Coordinating Committee (RCC) operates as a subcommittee of the Central Wisconsin Health Partnership (CWHP) and maintains the recovery vision of the CWHP and HFS 36. Each certified Comprehensive Community Services (CCS) county in the partnership has a local CCS Coordinating Committee that assures locally developed resources and consumer voice at the county level. The regional coordinators interface with each county service director as well as the CWHP CCS RCC and the State Department of Health Services to assure program compliance and assist in regional resource development.