

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

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### 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. As of April 2021, CCS is available in 70 counties three tribal nations.

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*

Since December 2014, the region has contracted with White Pine Consulting Service for CCS regional coordination services including: regional training and quality assurance efforts, facilitation of regional forums such as the Training and Quality Assurance Committee, and the development and maintenance of the [cwhpartnership.org](http://cwhpartnership.org) resource website.

#### *Training*

The 6-county Training Committee is responsible for developing and implementing the orientation and training plan for staff, providers, consumers, and the larger community. There are also sections on the [cwhpartnership.org](http://cwhpartnership.org) website dedicated to CCS orientation and ongoing training, which continue to be developed.

#### *Quality Improvement Plan*

The 6-county Quality Improvement (QI) committee is responsible for developing and implementing a regional quality improvement plan. A primary focus of the QI subcommittee is the annual CCS Consumer Satisfaction Survey process.

#### *Facilities*

Regional partners share space for meetings and training events.

#### *Regional Website*

A CWHP CCS resource website has been developed and can be viewed at: [www.cwhpartnership.org](http://www.cwhpartnership.org).

### *Regional Coordinating Committee*

The CCS Regional Coordinating Committee (RCC) maintains the recovery vision of the CWHP and DHS 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.