

|   |              |   |        |
|---|--------------|---|--------|
| Policy and Procedure  | Date Issued  | Policy Number<br>CSB – 614                                | Page 1 |
| Milwaukee County<br>Behavioral Health Division<br><br>Community Services Branch | Date Revised | Subject:<br>Recovery Team Development and<br>Facilitation |        |

## 1. POLICY:

Per DHS 36.07 (5) (L) during the initial assessment, a collaborative, multi-system team will be formed with each consumer participating in Comprehensive Community Services.

## 2. PROCEDURE

### A. Recovery Team Development.

CCS staff will use an approach to service facilitation and coordination based on a strength-base, person-centered approach. A central principle of this approach is the development of a Recovery Team and role of the Care Coordinator, which involves actively facilitating the process and coordinating the service planning and delivery. The Recovery Team consists of a group of people, in addition to the consumer, who represent a blend of natural (family or friends), formal (systems) and informal (sponsor, spiritual leader) resources who make up the consumer/family support network. The Recovery Team should be 50% formal/professionals and 50% informal/natural supports. This partnership shall be built upon the cultural norms of the consumer.

1. Care Coordinators will:
  - a. Contact the consumer within 24 hours of receiving the referral packet to schedule the initial meeting within 7 days and determine if the consumer has urgent needs.
  - b. Provide orientation of CCS to each consumer, as it relates to the Recovery Team development and facilitation.
  - c. Ask the consumer whether there are individuals in the consumer's family or community who may provide natural recovery support for the consumer and should be included on the Recovery Team.
  - d. Assist the consumer in identifying all persons who will support them in their recovery (formal, informal and natural supports).
  - e. Assist the consumer with the process of inviting the identified members of the Recovery Team to the first meeting (proper signed consent must be obtained along with contact information).
  - f. Begin assembling a Recovery Team and scheduling a Recovery Team meeting.
  
2. Each Recovery Team will include:
  - a. The consumer
  - b. The Care Coordinator

|   |              |   |        |
|---|--------------|---|--------|
| Policy and Procedure  | Date Issued  | Policy Number<br>CSB – 614                                | Page 2 |
| Milwaukee County<br>Behavioral Health Division<br><br>Community Services Branch | Date Revised | Subject:<br>Recovery Team Development and<br>Facilitation |        |

- c. A mental health professional or substance abuse professional. If the consumer has or is believed to have a co-occurring condition, the recovery team shall consult with an individual who has the qualifications of a mental health professional and substance abuse professional or shall include both a mental health professional and substance abuse professional or a person who has the qualifications of both a mental health professional and substance abuse professional on the recovery team

With Consent can include:

- d. Service providers
- e. Family members
- f. Other natural supports
- g. Members may be added and removed to the Recovery Support Team as the consumer accesses additional services or as additional natural supports are identified.

**B. Recovery Team Facilitation:**

1. At each meeting the care coordinator in collaboration with MH Professional when necessary will:
  - a. Ensure that Team Meeting Consent Form includes list of all team members in attendance and required information per DHS 36.17 (2) (b) and is signed by the consumer.
  - b. Obtain signatures from all Recovery Team members on the Individual Recovery Plan (IRP) and list all of the Recovery Team members not in attendance.
  - c. The Care Coordinator will facilitate communication among the Team members to develop the team's agreed upon standards for meeting facilitation.
  - d. Remind Team members of their responsibility for maintaining consumer confidentiality and review the other standards.
  - e. Review the consumer's self-described vision of how he/she wants life to be.
  - f. Facilitate the conversation with all the Team members regarding the strengths of the consumer and other Team members and how they may contribute to recovery.
  - g. Facilitate the identification of specific needs of the consumer, assessed in terms of priority in collaboration with the recovery support team. (Needs are different from services. Needs are related to problems to be solved; services are resources available to help in solving the problems. Learning symptom management and other techniques should be addressed.)

|   |              |   |        |
|---|--------------|---|--------|
| Policy and Procedure  | Date Issued  | Policy Number<br>CSB – 614                                | Page 3 |
| Milwaukee County<br>Behavioral Health Division<br><br>Community Services Branch | Date Revised | Subject:<br>Recovery Team Development and<br>Facilitation |        |

- h. Facilitate the development of strategies that describe how the prioritized needs are to be met.
  - i. Provide ongoing updates that describe accomplishments and barriers to success that result from the strategies previously identified, along with revisions in strategies and, if needed, team membership.
  - j. Facilitate the conversation with all the team members as to their specific roles and responsibilities (who is responsible for what, and discuss respective timelines).
  - k. Determine a date and location for the next follow-up meeting.
2. During the recovery team meeting the Care Coordinator will ensure that the consumer's strengths and needs will be identified first, then the supports and psychosocial rehabilitative services that can assist the consumer in meeting those needs.
  3. When a need for services is identified, the Care Coordinator will assist the consumer in choosing a suitable provider, and then complete the appropriate request for the psychosocial rehabilitative service(s). All requests for psychosocial rehabilitative services that are to be funded by BHD will be subject to BHD for quality control.
  4. The Care Coordinator will schedule regular meetings of the Recovery Team every 30 days or as needed. As a member of the Recovery Team, any CCS staff will ensure the application of the program's core values at all times.



Reviewed and Approved by: \_\_\_\_\_

Jennifer Wittwer, Associate Director  
Adult Community Services Branch