I am a good parent.
I am an artist.
I like to help others.
I've got style.
I am resilient.

Your illness is a very small part of you.

You are an individual with a unique personality, talents, and skills which are valuable to yourself and others.

COMPREHENSIVE COMMUNITY SERVICES (CCS)
Adult Services
CCS Frequently Asked Questions (FAQs)

What Is CCS?
CCS is a Medicaid program offered by Milwaukee County that focuses on helping individuals with mental health and/or substance abuse conditions recover from their illnesses and obtain their personal goals and life vision. The program is available for both children and adults residing in Milwaukee County.

What Can CCS Offer Me?
The CCS program offers a wide range of services and service providers that you have the ability to choose from. It is your right as a CCS participant to be informed of all of the services available to you and to have the opportunity to pick and choose what services and services providers you would like to receive services from.

How Long Will It Take Before I Start Receiving Services?
From the date that you sign the initial CCS service application, you have 30 days to complete the enrollment process and start receiving CCS services. How fast the enrollment process occurs is really up to you and how quickly you are willing to work on enrolling. If you have pending obligations that may impact your ability to complete your CCS enrollment in the next 30 days, we ask that you address your obligations first and start the enrollment process at a later date and time that works better for you.

What Is A Care Coordinator?
The CCS Care Coordinator (CC) is your primary point of contact after you complete the Intake Process and are found eligible for CCS. Your CC is the member of your Recovery Team who helps you identify your goals, helps you figure out the best ways (via services, providers and natural supports) to accomplish those goals and maintains contact with you in order to be sure you are happy with your team and progressing toward your ultimate life vision. You have the opportunity to select which agency you would like to receive care coordination services from, as long as that agency has current availability.

My Care Coordination Agency Offers Many of the Services I Want…
If you would like to receive all your services from one agency, it is your right to do so. We just want you to be aware that the CCS Provider Network is large and offers many specialized services outside of what your care coordination agency may have available. When entering the CCS program, we strongly encourage CCS participants to review the CCS Provider Directory so that they are aware of what services and service providers are available to them.
What If I’m Seeing a Therapist Who is Not in the CCS Network?
Unfortunately, if you are receiving psychotherapy services, the CCS program requires that you see a therapist in the CCS network. If you are not sure if your therapist is in the CCS network please ask your CCS intake and/or care coordinator.

How long can I be in CCS?
As long as you have Medicaid, and continue to meet the functional and diagnostic eligibility requirements of CCS, you can continue to participate in the program as long as you would like. Once found eligible the CCS program your care coordinator will re-evaluate your eligibility on a yearly basis.

What If I Don’t Want to be in CCS anymore?
CCS is a voluntary program. This means you can stop participating at any time. If you are no longer interested in being in the CCS program, all you have to do is let your care coordinator know. It is important for you to be aware that if you don’t inform your care coordinator that you are done participating in CCS services, they have to try contact you for up to 90 days after you stop communicating with them. This may include phone calls, home visits, etc. This is a lot of work for them and may become annoying for you. If you want to leave CCS, it is your decision and we respect that. Please let your care coordinator know if you no longer want to be in the program.

I Left the CCS Program, but I want to come back in?
As long as you continue to meet the eligibility requirements for CCS, you can reapply to participate in the program at any time.
Pharmacists and RNs to support education and skill building in both taking medications and managing physical health conditions (in-home and group).

Trainees, Programming (individual and group)

Specialists who can support individuals in applying for Social Security (and other benefits) and navigating the process.

Spiritual Care and Reconnection

Use of Gardening and Horticultural in Wellness and Recovery

Peer Support - individuals who have experience with living with a mental health or substance use condition (or both)

Testing related to Celtic, Intellectual and Learning disabilities not available

Ready access to Diagnostic Evaluations for Eating Disorders, Neurocognitive Evaluations, and additional testing to carry diagnoses

Parenting Coaches

Housing Specialists

Employment and Education Specialists

MD and ARNP prescribe services for medication management

Substance Abuse (in-home and clinic based)

Therapy (in-home and clinic based)

Animal Assisted Therapy

Dance/Movement Therapy (coming soon)

Music Therapy

Yoga

Guided Meditation/Relaxation

Some of the Services Available in the Network:

- CCS is a voluntary program. Meaning if someone does not want to be in it, they may request to be removed.
- Individuals can access services from many service providers and providers they want.
- CCS is a centralized program to help build skills and develop as many tools as possible to improve their quality of life and obtain other programs.
- CCS focuses on recovery from MH and substance abuse.
- CCS is one of the few programs that can work in coordination with family care.
- CCS resources are not fixed and can be adjusted based on the individual’s desires and needs.
- We don’t measure time and standards are not fixed and can be adjusted based on the individual’s desires.
- CCS is a flexible option for individuals who are looking for extra support in their recovery journey.

CCS Basics

BHD Division of Behavioral Health

Muskogee County

CCS

Division of Behavioral Health

Muskogee County

BHD
# CCS Adult Care Coordination Teams

<table>
<thead>
<tr>
<th>PROVIDER</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>HOURS</th>
<th>ADDITIONAL LANGUAGES</th>
<th>MALE CC’S</th>
<th>FEMALE CC’S</th>
<th>OFFERS IPS EMPLOYMENT &amp; EDUCATION SERVICES</th>
<th>SPECIALTY SERVICES/NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternatives in Psychological Consultation (APC)</td>
<td>6737 W. Washington St., Suite 1325 Milwaukee, WI 53214</td>
<td>(414) 763-7170</td>
<td>M-F 8:00am-5:00pm; Sat 9am-4:00pm</td>
<td>Hmong</td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Guest House of Milwaukee</td>
<td>1216 N. 13th Street Milwaukee, WI 53205</td>
<td>(414) 316-2019</td>
<td>M-F 8:00am-5:00pm; Sat and Sun by appt only</td>
<td>Filipino</td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Jewish Family Services</td>
<td>1300 N. Jackson Street Milwaukee, WI 53202</td>
<td>(414) 390-5800</td>
<td>M-F 8:00-4:00pm; F 8:00-2:00pm</td>
<td></td>
<td>X</td>
<td>NO</td>
<td></td>
<td>Specializes in serving individuals involved or previously involved with the criminal justice system</td>
</tr>
<tr>
<td>Justice Point, Inc.</td>
<td>111 W. Pleasant Street, Suite 202, Milwaukee, WI 53212</td>
<td>(414) 908-0282 Ex. 118</td>
<td>M-F 8:00am-8:00pm; Sat and Sun by appt only</td>
<td></td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Milwaukee Mental Health Associates</td>
<td>3975 N. 60th Street Milwaukee, WI 53216</td>
<td>(414) 461-4530</td>
<td>M-F 8:00am-4:30pm</td>
<td></td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Outreach Community Health Centers</td>
<td>711 W. Capitol Drive Milwaukee, WI 53206</td>
<td>(414) 727-6320</td>
<td>M-F 8:00am-4:30pm</td>
<td></td>
<td>X</td>
<td>X</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Phoenix Care Systems, Inc.- Bell Therapy</td>
<td>3090 N. 53rd Street Milwaukee, WI 53210</td>
<td>(414) 921-4202</td>
<td>M-F 8:00am-4:00pm</td>
<td></td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Professional Services Group</td>
<td>1126 S. 70th Street, Suite N208 Milwaukee, WI 53214</td>
<td>(414) 881-4571</td>
<td>M-F 8:30am-4:30pm</td>
<td>Spanish</td>
<td>X</td>
<td>X</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td>Project Access</td>
<td>823 S. 60th Street Milwaukee, WI 53214</td>
<td>(414) 456-1155</td>
<td>M-F 8:00am-4:30p</td>
<td></td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td>Agency offers integrated physical and mental health services intending to treat the entire person</td>
</tr>
<tr>
<td>Whole Health Clinical Group</td>
<td>932 S. 60th Street Milwaukee, WI 53214</td>
<td>(414) 476-9675</td>
<td>M-F 8:00am-4:30pm; Sat and Sun by appt ONLY</td>
<td>Hmong</td>
<td>X</td>
<td>X</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>Wisconsin Community Services</td>
<td>3732 W. Watercress Ave., Suite 330 Milwaukee, WI 53208</td>
<td>(414) 343-3526</td>
<td>M-F 8:00am-4:00pm</td>
<td></td>
<td>X</td>
<td>NO</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Milwaukee County Adult CCS Phone Line**
(414) 257-6000

**Milwaukee County Youth CCS Phone Line**
(414) 257-7607

CCS is a care coordination program, meaning you will need to select a care coordination agency to help you with enrolling and coordinating your care while you're in the CCS program. To begin the enrollment process, please select 2-3 agencies care coordination agencies you'd be interested in working with and contact the Adult CCS phone line to start the enrollment process. If you are interested in working or returning to school, several of our care coordination teams have a specialized supported education and employment option attached to them. For youth services information please contact the Milwaukee County Youth Phone Line listed above. We look forward to working with you!