

Milwaukee CCS Empowerment Edition

August 2016

Volume I Issue I

Milwaukee County Behavioral Health Division

Comprehensive Community Services (CCS) Overview

CCS is an exciting new program in Milwaukee County that helps adults and children living with mental health disorders, substance use disorders, or both recover from their conditions and attain the lives they desire. Everyone who participates in CCS works closely with a care coordinator to design a recovery plan that will help build the skills they need to improve health, promote wellness, attain personal goals and enhance overall quality of life.

The goal of CCS is to help people get better by having access to a network of services including psychotherapy, life skill development, supported employment, and peer specialist services to name a few. If you have Medicaid, a mental health or substance use disorder or both, and a desire to make goals to improve your life, CCS may very well be the program for you!

**Interested in learning more about CCS and all it can offer?
Call our dedicated phone line at 414-257-6060!**

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CCS Recovery Advisory Committee (RAC)

Members from left to right: Daniel Wojtkiewicz, Jon Grapengieser, Vivian Veasley, Mary Lou Berger, Kim Zimdars, Liz Ford, Pam Fleider, Kenyatta Yamel, Samella Jolly, Jennifer Wittwer, Mark Flower. **Not pictured:** Tim Beaudoin, Tanya Cummings, Lillian Jackson, Robin Pedersen

CCS Recovery Advisory Committee (RAC)

The Milwaukee County CCS Recovery Advisory Committee (RAC) is a group of committed, passionate consumers living with mental illness, substance use disorders or both, providers, and advocates who come together to share ideas and make important decisions to ensure the success of Milwaukee County's CCS program.

The role of the committee is to ensure that the CCS program for Milwaukee County is meeting regulatory compliance. The committee also provides oversight of the quality of CCS services, and makes recommendations to improve the program. We work together to ensure that the program is consumer-driven, recovery-oriented and person-centered.

The state regulations require that at least 1/3 of the members of the Recovery Advisory Committee be consumers. The goal of our committee is to have an even higher percentage of consumer participation. Our committee empowers individuals with lived experience to share their important opinions and input that in turn can help other people living with mental health or substance use problems or both.

If you are interested in learning more about the Milwaukee County CCS Recovery Advisory Committee, please contact committee chair Kenyatta Yamel: kenyatta1951@yahoo.com or (414) 553.0651.

RECOVERY ORIENTED SYSTEM INDICATORS (ROSI)

There is good news to report about the Milwaukee County CCS program from our first consumer satisfaction survey! Especially when it comes to individuals feeling empowered to take charge of their own recovery, survey respondents say our CCS program is succeeding.

Each year everyone who has been receiving CCS services for at least six months is asked to complete the ROSI (Recovery Oriented System Indicators) consumer satisfaction survey to describe their experience with CCS. Survey respondents are asked questions about how the CCS program is meeting their recovery needs in a variety of topic areas, including: "Person-Centered," "Barriers," "Empowerment," "Employment," "Staff Approach," and "Basic Needs."

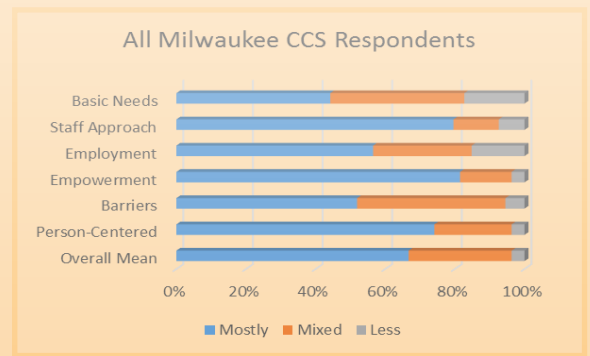
The first of these surveys for Milwaukee County's CCS program was completed in the fall of 2015, with 54 of 71 (76.1%) of eligible consumers completing the survey. The results were generally very positive.

Respondents to the survey in Milwaukee expressed an especially high level of satisfaction on the three ROSI survey items related to "Empowerment." On the item "There is at least one person who believes in me," 92.6% of CCS clients answered "agree" or "strongly agree." On the item "I am encouraged to use consumer-run programs," 87.0% of CCS clients answered "agree" or "strongly agree." On the item "Staff respect me as whole person," 88.7% of CCS clients answered "agree" or "strongly agree." The ROSI survey also has places where comments can be written, and last fall's survey elicited many positive comments. Many of the positive comments were related to empowerment.

Satisfaction Survey

- "I like the fact that they are helpful and are willing to work with my dysfunctional family even though they refuse the treatment. Also like the fact that they treat me like a normal human instead of a sick ill person or a danger to society."
- "Service in the last 6 months has been wonderful. I see myself getting back into society in the near future and isolating myself less and less each week."
- "Since I have been associated with the CCS staff members, I have been able to understand and develop coping skills to deal with my mental health and substance abuse problems."
- "It is helping me to move forward more than I thought I would/could."

Since among the main goals of CCS are to empower individuals as they move through their recovery path and to treat each person as an equal partner in identifying goals and appropriate services, these are welcome results and a sign that CCS has gotten off to a good start in Milwaukee County.



SUCCESS STORY

INTRODUCING: Danny and Velveeta.

Danny and his cat Velveeta live in a spacious apartment decorated with Packer memorabilia. In Danny's words, I named her Velveeta because I'm a cheese head. Danny has been enrolled in CCS for around one year. Danny's very enthusiastic about the program and the services that he receives. CCS "gives me enough courage to look at myself to determine things I can do that I was told I couldn't." Danny receives care coordination of his CCS services through The Guest House. When Danny talks about his CCS agency, he comments on how understanding, respectful and considerate they are. He appreciates that they don't take things personally. His care coordinator has been helpful by transporting Danny to doctor's appointments, meeting with Danny at least once per week, helping him understand paperwork, and setting up ancillary services. She also assisted him with getting his landlord to accept Velveeta as an emotional support animal. Some of the services Danny receives are relaxation therapy, yoga, and pain management. Danny's care coordinator even identified a therapist and MD who will provide services to Danny in his home. With assistance from his care coordinator, Danny is starting the process to volunteer at the Humane Society. When asked what CCS means to him, Danny said it provides him an opportunity to be heard, teaches him to have patience, and helps him take care of things that he can't do for himself. He went on to say, CCS helps me express how I feel." When Danny was asked the question why someone should enroll in CCS he said "It's a great opportunity to get the help you need and your voice matters."



In addition to being enrolled in CCS, Danny is a valued member of the Recovery Advisory Committee (RAC). When asked what he likes about participating in the RAC, Danny replied "it gives me the opportunity to make my voice heard and do the best I can to help other people."

More about Danny:

- * Favorite sport-football
- * Favorite food-pizza
- * Favorite animals-dogs and cats
- * Likes helping other people
- * Likes music

PROVIDER SPOTLIGHT

Peer Specialists are a vital part of MHA's Strong Families Healthy Homes Program. The role of a Peer Specialist is to act as a mentor, advocate, educator, facilitator and support for parents living with co-occurring disorders.

MHA's Peer Specialists are people in mental health or substance abuse recovery and they utilize their own recovery plans to sustain personal mental wellness. They also use their own experiences as a way of empowering the consumers they work with. MHA's trained Peer Specialists can provide a range of services for CCS consumers including (but not limited to) mentoring, psychoeducation, parenting assistance, and recovery support.

"She always answers when I call, whenever I need to talk or need advice, she's always been there!"

"She did a wonderful job. She was non-judgmental and had a great attitude. She did not rush and was there for me."

"She makes me feel comfortable and is very supportive"

"My peer mentor is extremely kind and respectful and is very good at helping me stay on track."

