

Comprehensive Community Services (CCS) FAQ's

Question	Answer
What can CCS offer me?	CCS is a rehabilitative mental health and substance use program that empowers you to choose from a wide range of services and service providers to support your mental health and substance use needs. It is your right as a CCS participant to be informed of all the services available to you and to have the opportunity to choose the services and service providers you would like to receive services from. Providers may be unavailable to provide services at any point in time due to restrictions. All services will need to be related to your mental health and/or substance use recovery goals.
How long before I start receiving services?	The CCS intake process starts with signing the CCS Application and CCS Admission Agreement. Services start once the intake process is completed, within about 30 days. You must be available and engaged in all steps of the intake process to complete it and start services.
What is a Care Coordinator?	The Care Coordinator is the primary point of contact on your Recovery Team. Your CC will support you with your goals and determining which services best meet your needs. They will help you figure out the best way (via providers and natural supports) to accomplish those goals.
Can I receive all of my services from my Care Coordination agency?	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.

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What if I'm seeing a therapist who is not in the CCS network?	Psychotherapy services are provided within the CCS network. You can work with your CC to find out if your therapist is in the CCS network and, if not, they can help you find one that is. If you choose to work with a therapist outside the CCS network, you will need to discharge from the program.
How long can I be in CCS?	While CCS can serve the lifespan, it is also a rehabilitative program. If you remain a Milwaukee County resident, have Medicaid and a qualifying diagnosis, are functionally eligible, and clinically appropriate for services, you can remain in CCS. Eligibility is redetermined annually.
What if I don't want to be in CCS anymore?	CCS is a voluntary program, meaning you can let your Care Coordinator know you want to end your CCS services at any time.
Can I come back to the CCS program if I've left?	As long as you continue to meet the eligibility requirements for CCS, you can be screened for services at any time.
What is my role as a participant in CCS?	Your role is to actively participate in the program by attending meetings, being available to your Team in-person and by phone, and making an effort toward meeting your recovery goals.
If I am in Family Care or CLTS, can I also be in CCS?	Yes, you can be enrolled in both programs. Family Care or CLTS will focus on your physical health and/or intellectual and developmental needs. CCS will focus on your mental health and/or substance use needs. It is important that the teams collaborate in order to best help you.