

WRIC READER



WRIC Comprehensive Community Services Newsletter

February 2019

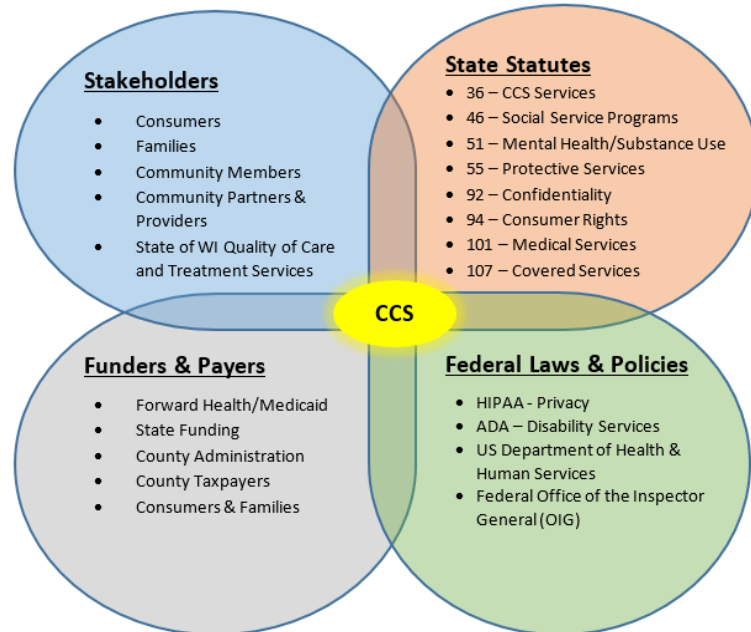
“What is the What?”

What is the Reason for All the Changes in CCS?

The CCS program was designed with the idea of creating a system of care that would assist individuals find ways to connect with their local communities and have support to manage the specific needs related to mental health and substance use.

In designing any service program questions arise like: Who are the stakeholders this will serve and benefit? What administrative rules will provide guidance and structure to what the program will look like? Who will pay for this? What laws need to be followed? Who will monitor the program to ensure it is serving people the way it was intended?

As multiple systems become involved in guiding and directing how CCS will look and function, there are instances when the different systems do not agree with one another or new policy emerges in one of the domains resulting in an ever-evolving program. The WRIC CCS program has interpreted the statutes to allow for some flexibility and creativity to support consumers and their families. However, after various audits from State, Federal, and Medicaid offices, recommendations and/or findings occurred. This led the WRIC consortium to make changes to ensure compliance so that the program can continue to serve area individuals and families.



For More Information & Source Documentation related to:

- Being a Community Team Partner: [Coordinated Service Team Members' Roles and Responsibilities](#)
- WI State Statutes: [Wisconsin State Legislature-Administrative Rules](#)
- WI Forward Health: [Comprehensive Community Services Provider Handbook for Billing & Claims](#)
- US Federal Office of the Inspector General: [Compliance and Enforcement of Medicaid Programs](#)
- A review of changes within WRIC CCS: [WRIC Vendor Site—Vendor Conference Meeting Minutes](#)
- In-person discussion of these systems, contact [Emily Engling](#), [Emily McGonigle](#), or attend the [CCS Policies Overview](#) training class on March 13 from 10:00-11:30am at La Crosse County.

Policy Primer: Claims for Service Time (Forward Health topic #17219)

Claims for service delivery and documentation should be combined into one item on the invoice. Claims for travel should be separate invoice item from service delivery. For each claim, the total time in minutes should be added up and rounded to the nearest unit. Rounding guidelines allow for rounding up after exceeding 51% of the time (i.e. 8 minutes)



In This Issue

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- Provider Spotlight
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- Upcoming Events
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PROVIDER SPOTLIGHT

Mayo Behavioral Health: Recovery Houses

Service Array: Skill Development & Enhancement,
Wellness Management & Recovery Services
Medication Management

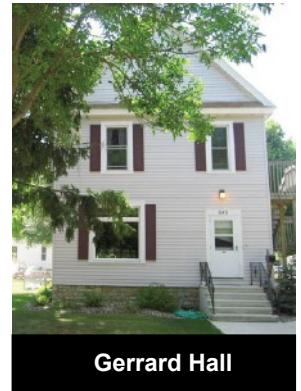
Location: La Crosse

Mayo Clinic Health System has 3 licensed community based residential facilities to assist adults with substance use, mental health, or co-occurring disorders. Each facility has a focus population of either men, women, or pregnant/parenting mothers to assist with transitional recovery based treatment. Services provided range from comprehensive assessments, treatment planning, intensive case management, individual/group/family therapy, education groups, peer support groups, independent living skills training, medication supports, medication assisted therapies, monitored school/employment/volunteer experiences, community involvement, transition assistance to community living, outpatient supports, among other supports.

For More Information About Men's Recovery House, Women's Recovery House, Gerrard Hall, or other outpatient behavioral services Visit: [Mayo Clinic Behavioral Health Services Website](#)



MAYO CLINIC
HEALTH SYSTEM



Gerrard Hall

STAFF SPOTLIGHT

Lois Kirklin (Monroe County)

CCS Service Facilitator (Adult)

Adult Protective Services Professional

Daytime Mobile Crisis



I have been with Monroe County since 12/29/17, and I absolutely love what I do. As far back as I remember I've always wanted to be in a helping profession, and chose social work as my college major. Things can get a little stressful at time, but I always say, some stress is meant to get us moving, and keep us on our toes, in moderation, or course. I relocated from Loganville, GA to Sparta, WI 9/21/16 to be near my daughter and granddaughter. I began work with the Family and Children's Center, CSP program, as a case manager 10/24/16, for 14 months. I have an extensive mental health background with children, and adults in many cities throughout the Unites States, and in Europe. Outside of work, I enjoy outings with my daughter and granddaughter, cozy weekend sleepovers with my granddaughter, reading, shopping, watching Hallmark and Lifetime, and talking on the phone with my siblings to catch up on the happenings in our lives.

Kudos 2 You: Reflections of a Job Well Done

★ This field of work can be demanding, and we want to celebrate successes and accomplishments. If you notice another staff/agency/community partner doing good work or going the extra mile, nominate them by sending a brief description to Ryan Ross ross@lacrossecounty.org

Upcoming Events



Meetings

• Vendor Clinical Support Groups:

- ◇ 1st Thursday (2/7): 1:30-2:30pm @ La Crosse County Human Services #2002
- ◇ 3rd Tuesday (2/19): 10-11am @ **La Crosse County Administration #1107**

Who Should Attend: Any direct provider of CCS services. Teleconference available

• Residential Clinical Support Teleconference Groups:

- ◇ 2nd Tuesday (2/12): 9-10am @ (605) 472-5637 Code: 994794#
- ◇ 4th Monday (2/25): 2-3pm @ (605) 472-5637 Code: 994794#

Who Should Attend: Any direct provider of CCS residential services

• Vendor Contracting

- ◇ CCS Contracting & Rate Workgroup; February 18 from 1-3pm at La Crosse County Human Services Basement Auditorium. To discuss changing CCS rates and contracting process
- ◇ All Vendor Conference; March 12 from 10am-12pm at La Crosse County Human Services Basement Auditorium. Will discuss updates to vendor contracts and program requirements

Who Should Attend: Directors and Administrative staff

• CCS Statewide Meeting

- ◇ April 16 from 8am-4pm at Glacier Canyon Conference Center, WI Dells. Information and Registration at [DHS.wisconsin.gov/ccs](https://dhs.wisconsin.gov/ccs)

Who Should Attend: Open to anyone involved in CCS services

Trainings

CCS Core Curriculum

Mar 6	10:00am-11:30am	CCS Program Overview	La Crosse County Admin 1107 For more Info & Registration
Mar 13	10:00am-11:30am	CCS Policies & Procedures Overview	La Crosse County Admin 1107 For more Info & Registration
Online	Ongoing	CCS Program Training & Orientation	UW-Green Bay Remote Learning CCS Online Training Partnership
Online	Ongoing	WI Mandated Reporter Training	UW Professional Development Center
Online	Ongoing	Medication Management for Non-Prescribers	SAMHSA Info & Training Link Here

Other Trainings

Feb 12	8:30am-12:30pm	Mental Health Services with Autism Spectrum Disorder	Multi-Site (La Crosse, Eau Claire) Info & Registration Here
Feb 14	11:00am-12:00pm	Depression & Women: Pregnancy-Post Partum	WPPNT Teleconference 877-820-7831 Code: 107633#
Feb 20	8:00am-4:00pm	Circle of Security Foundations (La Crosse)	Piggy's, Front St, La Crosse Info & Registration
Feb 22	8:00am-4:00pm	Trauma's Impact on Children How Adults Can Counter It	Western Technical College Info & Registration Here
Feb 28	11:00am-12:00pm	Ethical Decision Making: Learning How to Draw Lines	WPPNT Teleconference 877-820-7831 Code: 107633#
Mar 26-29	8:00am-4:00pm	Circle of Security 4-day Intensive (La Crosse)	First Presbyterian Church, La Crosse Info & Registration

Contact Us

WRIC Counties

Jackson County

420 Highway 54 W
Black River Falls, 54615
(715) 284-4301

La Crosse County

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Monroe County

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WRIC Shared Staff

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Quality Assurance

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Submissions: Have you observed or heard of another provider doing a good job? Do you have a question for the Emilies? Know of any trainings or events occurring in the community or hosted by your agency? Please send to Ryan Ross ross@lacrossecounty.org by the 30th of the month.

CCS Training & Orientation Schedule Spring 2019

All trainings are on Wednesdays 10:00-11:30am

La Crosse County Administration Center conference room 1107; 212 6th Street N, La Crosse

Parking available on the street or parking lot available off 7th/State Street behind the Administration building.

Most trainings are designed to be stand alone. Come to one, some, or all. Teleconferencing is available with prior notice.

RSVP is preferred but not required. For questions or pre-registration contact: Ryan Ross ross@lacrossecounty.org or 608-785-6048

Mar 6	CCS Program Overview: DHS 36	Broad overview of the Comprehensive Community Services (CCS) program including treatment philosophy, description of services, team members, intake and service processes.
Mar 13	CCS Policies and Procedures	General overview of statutes and policies that impact CCS services including Federal laws and WI statutes: social service programs (DHS 46), alcohol, drug, and mental health services (DHS 51), protective services (DHS 55), confidentiality (DHS 92), consumer rights (DHS 94), medical assistance programs (DHS 101), Americans with Disabilities Act (ADA), and Health Information Privacy Accountability Act (HIPAA)
Mar 20	CCS Assessment & Service Plans	Introduction to various assessment tools. Beginning skills to assess needs and strengths of consumers and team members. Introduction to CCS Service Plan, service array categories, and service authorizations. Beginning skills to develop SMART treatment objectives with consumer and recovery team.
Mar 27	CCS Documentation: Progress Notes & Billing	Review and practice of CCS Progress Notes and MA billing requirements. Exploration of billable and non-billable services within the CCS Service Array.
Apr 3	Mental Health Diagnoses & Interventions	General overview of common mental health diagnoses, causes of mental health conditions, impact on functioning, and common intervention models.
Apr 10	Substance Use Diagnoses & Interventions	General overview of common substance use diagnoses, commonly used substances and impact on functioning, and common intervention models
Apr 17	Recovery Intervention Principles	Discussion and application of SAMHSA 10 Principles of Recovery into daily practice in order to promote consumer hope, healing, empowerment, and connection.
Apr 24	Non-Violent Crisis Intervention (pt 1)	Basic tools for managing crises that may occur during service delivery. Part 1 focuses on understanding the crisis cycle, professional self-awareness, and self-protection during a crisis.
May 1	Non-Violent Crisis Intervention (pt 2)	Basic tools for managing crises that may occur during service delivery. Part 2 focuses on applying interventions and crisis communication during various stages of the crisis cycle, understanding basic elements of a risk assessment, and documenting incidents.
May 8	Coordinated Service Teams (CST) Overview	A look at the philosophy of CST and how it integrates with CCS service delivery. Group will review and simulate the basic structure of a team meeting.