

Community Support Services (CSS)



CONSUMER AND FAMILY LISTENING SESSION

APRIL 2019

Background: Why CSS

- The Mental health system has been preparing for some time
 - **2003** - The President's New Freedom Commission on Mental Health envisioned a future "when everyone with a mental illness will recover and is helped to live, work, learn, and participate fully in their communities"
 - **2005**-Described in Governor's Mental Health Task Force Report
 - ✦ Consumers, families and providers led this process
 - **2008-2010** -Clearly articulated in Wellness and Recovery Transformation Action Plan
 - ✦ Plan made for consumer-driven recovery
 - **2011**-Plan approved by Centers for Medicare and Medicaid Services
 - **2014**-Agency supervisors and direct care staff began training in CSS with Rutgers School of Health Related Professions
 - ✦ Ensures a well-trained and capable mental health workforce.
- Implementation of Community Support Services began March 2017 for both Medicaid and state funded consumers

What are Community Support Services?



- CSS are rehabilitative services that are provided to help consumers in their efforts to increase their independence and quality of life
- CSS are consumer driven and promote a partnership between the provider and individuals receiving their services



What is Supportive Housing



- Consumers live in a variety of living arrangements that support community living.
- The degree of consumer support varies.
- Supported housing provides choice and autonomy.

Goals of CSS



- **Promotes the learning of skills**
 - ✦ By modeling, teaching and mentoring
- **Promotes Independence Personal Responsibility**
- **Promotes Consumer Choice**
- **Provides Support and Intervention based on the person's need and can increase or decrease as needed**

Wellness and Recovery (Psychiatric Rehabilitation Methods)



- **Supportive partnership** – Consumer works *with* provider to meet goals
- **Goals Identified and chosen by consumer**
 - Related to social roles
 - Related to safe and healthy housing environment
- **Goal related assessments** – Consumer tells provider what they want to achieve
- **Goal related skill development** – Skills that are needed for consumer to achieve his/her goals
- **Goal related resources** – Resources (education, etc.) that are needed to achieve the goal(s)



CSS and Psychiatric Rehabilitation



- CSS are rooted in psychiatric rehabilitation (Wellness and Recovery)
- Both focus on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning, and social environments of their choice

(Pratt, Gill, Barrett & Roberts, 2014)



Wellness and Recovery

(psychiatric rehabilitation philosophy)

➤ Principles

- Person centered
 - ✦ Services are based on consumer desires, not the provider's set of choices
 - ✦ Focus is on consumer's strengths, not barriers or illness
- Goal-related skills training – Consumer sets goals and decides what skills to learn
- Uses natural and peer supports – Consumer interacts with family, friends, and peers to assist recovery

➤ Values

- Self-determined – Consumer decides what services are wanted
- Recovery-oriented – Planning is centered on improving health and wellness
- Valued social roles – As tenant, friend, co-worker
- Normalized environments – Consumer lives and socializes without stigma
- Culturally diverse – Consumer will receive culturally sensitive services in desired language

Goals of CSS and Psychiatric Rehabilitation



(Pratt, Gill, Barrett & Roberts, 2014)

Key Service Components of CSS



Identification of strengths and areas for enhancement

Setting meaningful goals

Skill development

Illness Management and Recovery

Service coordination and referrals

Crisis Intervention

(State Plan Amendment, 2011)

Some Examples of CSS



- Model how to complete a rental application
- Rehearse advocacy skills to be used at upcoming outpatient appointment
- Explore previous employment experiences, weigh the pros and cons of returning to work
- Educate on the benefits of attending local wellness centers and social groups
- Teach how to take the bus to the local gym

Examples of CSS (continued)



- Role-play how to start a conversation with new people
- Demonstrate how to compare prices at the grocery store
- Educate on the components of a WRAP plan
- Monitor use of illness management strategies, provide feedback and problem solve barriers
- Provide linkage and coordination to a podiatrist

Why is this change important?



- Provides accountability
- Builds on consumer strengths
- Focuses on rehabilitation and recovery
- Encourages consumer choice
- Promotes consumer independence



What these changes mean



- Sustained community based services
 - Services can be selected as needed/desired
 - Consumer services will be paid by state and Medicaid
- Ensures Accountability
 - Services aid in achieving personal goals, such as:
 - ✦ Social (support groups, self-help center)
 - ✦ Financial (budgeting, shopping)
 - ✦ Intellectual (attending college, learning a trade)
 - Consumer and provider team assesses achievements



What questions do you have?



References



Pratt, C. W., Gill, K. J., Barrett, N. M., & Roberts, M. M. (2014). *Psychiatric rehabilitation*. (3rd ed). San Diego, CA: Elsevier Inc.

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