ATTACHMENT 1
Comprehensive Community Services Program – Service Array

The Comprehensive Community Services (CCS) program provides individuals with psychosocial rehabilitation services. All CCS programs must provide the services covered under the CCS benefit that a member needs as determined by the assessment of all the domains in DHS 36.16(4), Wis. Admin. Code. The service array describes the services that are covered under the CCS benefit. All services must be in compliance with DHS 36, Wis. Admin. Code. All services should be person-centered and developed in partnership with the member. The assessment domains included in DHS 36.16(4), Wis. Admin. Code, are: (a) life satisfaction, (b) basic needs, (c) social network and family involvement, (d) community living skills, (e) housing issues, (f) employment, (g) education, (h) finances and benefits, (i) mental health, (j) physical health, (k) substance use, (L) trauma and significant life stressors, (m) medications, (n) crisis prevention and management, (o) legal status, and (p) any other domain identified by the CCS program.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
1. Screening and Assessment (DHS 36.03, 36.13-36.16, Wis. Admin. Code)	Screening and assessment services include: completion of initial and annual functional screens, and completion of the initial comprehensive assessment and ongoing assessments as needed. The assessment must cover all the domains, including substance use, which may include using the Uniform Placement Criteria or the American Society of Addiction Medicine Criteria. The assessment must address the strengths, needs, recovery goals, priorities, preferences, values, and lifestyle of the member and identify how to evaluate progress toward the member's desired outcomes. Assessments for minors must address the minor's and family's strengths, needs, recovery and/or resilience goals, priorities, preferences, values, and lifestyle of the member including an assessment of the relationships between the minor and his or her family. Assessments for minors should be age (developmentally) appropriate.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
2. Service Planning (DHS 36.03, 36.16(7), 36.17, Wis. Admin. Code)	Service planning includes the development of a written plan of the psychosocial rehabilitation services that will be provided or arranged for the member. All services must be authorized by a mental health professional and a substance abuse professional if substance abuse services will be provided. The service plan is based on the assessed needs of the member. It must include measureable goals and the type and frequency of data that will be used to measure progress toward the desired outcomes. It must be completed within 30 days of the member's application for CCS services. The completed service plan must be signed by the member, a mental health or substance abuse professional and the service facilitator. The service plan must be reviewed and updated based on the needs of the member or at least every six months. The review must include an assessment of the progress toward goals and member satisfaction with the services. The service plan review must be facilitated by the service facilitator in collaboration with the member and the recovery team.	Providers described in DHS 36.10(2) (g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.
3. Service Facilitation (DHS 36.03, 36.10(2)(e)4, 36.17, Wis. Admin. Code)	Service facilitation includes activities that ensure the member receives: assessment services, service planning, service delivery, and supportive activities in an appropriate and timely manner. It also includes ensuring the service plan and service delivery for each member is coordinated, monitored, and designed to support the member in a manner that helps the member achieve the highest possible level of independent functioning. Service facilitation includes assisting the member in self-advocacy and helping the member obtain other necessary services such as medical, dental, legal, financial and housing services. Service facilitation for minors includes advocating, and assisting the minor's family in advocating, for the minor to obtain necessary services. When working with a minor, service facilitation that is designed to support the family must be directly related to the assessed needs of the minor. Service facilitation includes coordinating a member's crisis services, but not actually providing crisis services. Crisis services are provided by DHS 34, Wis. Admin. Code, certified programs. All services should be culturally, linguistically, and age (developmentally) appropriate.	Providers described in DHS 36.10(2)(g)1-21, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
4. Diagnostic Evaluations	Diagnostic evaluations include specialized evaluations needed by the member including, but not limited to neuropsychological, geropsychiatric, specialized trauma, and eating disorder evaluations. For minors, diagnostic evaluations can also include functional behavioral evaluations and adolescent alcohol/drug assessment intervention program. The CCS program does not cover evaluations for autism, developmental disabilities, or learning disabilities.	Providers described in DHS 36.10(2)(g)1-14, Wis. Admin. Code.* All providers must be licensed/certified and acting within their scope of practice.
5. Medication Management	Medication management services for **prescribers** include: • Diagnosing and specifying target symptoms. • Prescribing medication to alleviate the identified symptoms. • Monitoring changes in the member's symptoms and tolerability of side effects. • Reviewing data, including other medications, used to make medication decisions. Prescribers may also provide all services the non-prescribers can provide as noted below.	Providers described in DHS 36.10(2)(g)1-3, 7-8, and 11, Wis. Admin. Code. All providers must be licensed/certified and acting within their scope of practice.
	Medication management services for **non-prescribers** include: • Supporting the member in taking his or her medications. • Increasing the member's understanding of the benefits of medication and the symptoms it is treating. • Monitoring changes in the member's symptoms and tolerability of side effects.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.
6. Physical Health Monitoring	Physical health monitoring services focus on how the member's mental health and/or substance abuse issues impact his or her ability to monitor and manage physical health and health risks. Physical health monitoring services include activities related to the monitoring and management of a member's physical health. Services may include assisting and training the member and the member's family to identify symptoms of physical health conditions, monitor physical health medications and treatments, and to develop health monitoring and management skills.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
7. Peer Support	Peer support services include a wide range of supports to assist the member and the member's family with mental health and/or substance abuse issues in the recovery process. These services promote wellness, self-direction, and recovery by enhancing the skills and abilities of members to meet their chosen goals. The services also help members negotiate the mental health and/or substance abuse systems with dignity, and without trauma. Through a mutually empowering relationship, Certified Peer Specialists and members work as equals toward living in recovery.	Providers described in DHS 36.10(2)(g)20, Wis. Admin. Code.* ‡ *Reminder:* All CCS peer specialists must be Wisconsin Certified Peer Specialists as noted by the "‡" throughout the array. All providers must act within their scope of practice.
8. Individual Skill Development and Enhancement	Individual skill development and enhancement services include training in communication, interpersonal skills, problem solving, decision-making, self-regulation, conflict resolution, and other specific needs identified in the member's service plan. Services also include training in daily living skills related to personal care, household tasks, financial management, transportation, shopping, parenting, accessing and connecting to community resources and services (including health care services), and other specific daily living needs identified in the member's service plan. Services provided to minors should also focus on improving integration into and interaction with the minor's family, school, community, and other social networks. Services include assisting the minor's family in gaining skills to assist the minor with individual skill development and enhancement. Services that are designed to support the family must be directly related to the assessed needs of the minor. Skill training may be provided by various methods, including but not limited to modeling, monitoring, mentoring, supervision, assistance, and cuing. Skill training may be provided individually or in a group setting.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
9. Employment-Related Skill Training	Employment-related skill training services address the member's illness or symptom-related problems in finding, securing, and keeping a job. Services may include but are not limited to: employment and education assessments; assistance in accessing or participating in educational and employment- related services; education about appropriate job-related behaviors; assistance with job preparation activities such as personal hygiene, clothing, and transportation; on-site employment evaluation and feedback sessions to identify and manage work-related symptoms; assistance with work-related crises; and individual therapeutic support. The CCS program does not cover time spent by the member working in a clubhouse. The CCS program covers time spent by clubhouse staff in providing psychosocial rehabilitation services, as defined in the service array, for the member if those services are identified in the member's service plan.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.
10. Individual and/or Family Psychoeducation**	Psychoeducation services include: • Providing education and information resources about the member's mental health and/or substance abuse issues. • Skills training. • Problem solving. • Ongoing guidance about managing and coping with mental health and/or substance abuse issues. • Social and emotional support for dealing with mental health and/or substance abuse issues. Psychoeducation may be provided individually or in a group setting to the member or the member's family and natural supports (i.e., anyone the member identifies as being supportive in his or her recovery and/or resilience process). Psychoeducation is not psychotherapy. Family psychoeducation must be provided for the direct benefit of the member. Consultation to family members for treatment of their issues not related to the member is not included as part of family psychoeducation. Family psychoeducation may include anticipatory guidance when the member is a minor. If psychoeducation is provided without the other components of the Wellness Management and Recovery service array category (#11), it should be included under this service category.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code.* ‡ All providers must act within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
11. Wellness Management and Recovery**/ Recovery Support Services	Wellness management and recovery services, which are generally provided as mental health services, include empowering members to manage their mental health and/or substance abuse issues, helping them develop their own goals, and teaching them the knowledge and skills necessary to help them make informed treatment decisions. These services include: psychoeducation; behavioral tailoring; relapse prevention; development of a recovery action plan; recovery and/or resilience training; treatment strategies; social support building; and coping skills. Services can be taught using motivational, educational, and cognitive-behavioral strategies. If psychoeducation is provided without the other components of wellness management and recovery, it should be included under the Individual and/or Family Psychoeducation service array category (#10). Recovery support services, which are generally provided as substance abuse services, include emotional, informational, instrumental, and affiliated support. Services include assisting the member in increasing engagement in treatment, developing appropriate coping strategies, and providing aftercare and assertive continuing care. Continuing care includes relapse prevention support and periodic follow-ups and is designed to provide less intensive services as the member progresses in recovery.	Providers described in DHS 36.10(2)(g)1-22, Wis. Admin. Code. * ‡ All providers must act within their scope of practice.
12. Psychotherapy	Psychotherapy includes the diagnosis and treatment of mental, emotional, or behavioral disorders, conditions, or addictions through the application of methods derived from established psychological or systemic principles for the purpose of assisting people in modifying their behaviors, cognitions, emotions, and other personal characteristics, which may include the purpose of understanding unconscious processes or intrapersonal, interpersonal, or psychosocial dynamics. Psychotherapy may be provided in an individual or group setting.	Providers described in DHS 36.10(2)(g)1-10, 14, 22, Wis. Admin. Code.* All providers must be licensed/certified and acting within their scope of practice.

Service Category (Most Applicable DHS Wis. Admin. Code Sections)	Allowable Services	Allowable Provider Types
13. Substance Abuse Treatment	Substance abuse treatment services include day treatment (DHS 75.12, Wis. Admin. Code) and outpatient substance abuse counseling (DHS 75.13, Wis. Admin. Code). Substance abuse treatment services can be in an individual or group setting. The other categories in the service array also include psychosocial rehabilitation substance abuse services that support members in their recovery. The CCS program does not cover Operating While Intoxicated assessments, urine analysis and drug screening, detoxification services, medically managed inpatient treatment services, or narcotic treatment services (opioid treatment programs). Some of these services may be covered under Medicaid and BadgerCare Plus outside of the CCS program.	Providers described in DHS 36.10(2)(g)1, 2 (with knowledge of addiction treatment), 4 (with knowledge of psychopharmacology and addiction treatment) and 16, Wis. Admin. Code. Substance abuse professionals include: • Certified Substance Abuse Counselor. • Substance Abuse Counselor. • Substance Abuse Counselor in Training. • MPSW 1.09 specialty. All providers must be licensed/certified and acting within their scope of practice.
14. Non-Traditional or Other Approved Services	Non-traditional services or other approved services are identified for specific members and are expected to accomplish treatment ends that traditional behavioral health services have not. Non-traditional services billed to the CCS program must: • Have a psychosocial rehabilitative purpose. • Not be merely recreational activities. • Not otherwise be available to the member. The medical necessity of non-traditional services must be documented in the member's records and through assessed needs in the member's service plan. Documentation must include the psychosocial rehabilitative benefits. The service plan must document the corresponding measurable goals of the non-traditional service. Non-traditional or other approved services must have specified, reasonable time frames and successful outcomes that are reviewed regularly by the service facilitator. Non-traditional services will be discontinued if measurable goals are not met in a reasonable time frame.	Provider types as requested and approved by ForwardHealth. All providers must act within their scope of practice.

* Type I Qualified Treatment Trainees (QTTs) are described in DHS 36.10(2)(g)22, Wis. Admin. Code, (clinical students) and Type II QTTS are described in DHS 36.10(2)(g)9, Wis. Admin. Code, (certified social workers, certified advance practice social workers and certified independent social workers). Type I and Type II QTTs must be working through a

DHS 35, Wis. Admin. Code, certified outpatient clinic. For purposes of the CCS program, all clinical students must be Type I QTTs.

**Information for these service categories is based on information provided by the federal Substance Abuse and Mental Health Services Administration.

‡ DHS 36.10(g)(2)20, Wis. Admin. Code, describes peer specialists. For purposes of the CCS program, all CCS peer specialists must be Wisconsin Certified Peer Specialists. Individuals who are not Wisconsin Certified Peer specialists could potentially act as rehabilitation workers if they meet the requirements described in DHS 36.10(2)(g)21, Wis. Admin. Code. Refer to the service array for which services rehabilitation workers can provide.